

Complaints and Compliments Policy and Procedure

Policy Statement

3CHA aim to deliver a consistently high standard across our service. However, we know that sometimes things go wrong, and residents feel that they are not receiving the service that they should expect.

We welcome compliments and complaints and consider them as an opportunity for improvement.

If residents say they are unhappy with a service – we accept this and will listen and discuss the concerns with residents, avoiding standard letters. We will ask and understand what a resident wants from their complaint and respond appropriately. Satisfaction is a key measure of service quality and we treat complaints seriously and aim to learn from our service failures. Where a service has failed or we have got something wrong we will identify the problem, put it right, apologise and improve the way we do things.

Procedure

What is a complaint?

A Complaint is “an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.”

So a complaint may be made when a resident is dissatisfied with a service that we have provided or the way in which the service was delivered. A complaint may be in relation to:

- A failure to comply with policy, procedure or standards of service delivery.
- A decision which the complainant believes is not fair or clear to them.
- The behaviour of 3CHA staff, staff of their Managing agent or contractors.

A complaint is separate from an enquiry or a request.

Reports of neighbour nuisance and anti-social behaviour are treated as requests for assistance, not as complaints about our service. However, if we fail to deal with the anti-social behaviour or the resident does not feel we have dealt with it or are dealing with it properly, then this may become a complaint.

Making a complaint

A resident can make a complaint:

- verbally to their support worker
- by telephone to their support office
- or by email to 3CHA (info@3cha.co.uk) ,

Where possible, the complaint will be dealt with there and then. If this is not possible, the complaint will be passed to the person who can best respond to it and make sure the issues raised are addressed.

Stage 1

When a complaint is received, the person receiving the complaint will:

- Listen, ask and understand what the resident wants from making the complaint.
- Speak to the individual and agree with them what we will do and by when.
- Where possible, a complaint will be resolved at the time it is received

If a complaint needs further investigation, then we will explain who is dealing with the complaint and will provide a full response within ten working days. If a complaint is likely to take longer than ten days to resolve, we will explain what is happening and the expected timescale for what actions are planned.

All complaints will be recorded.

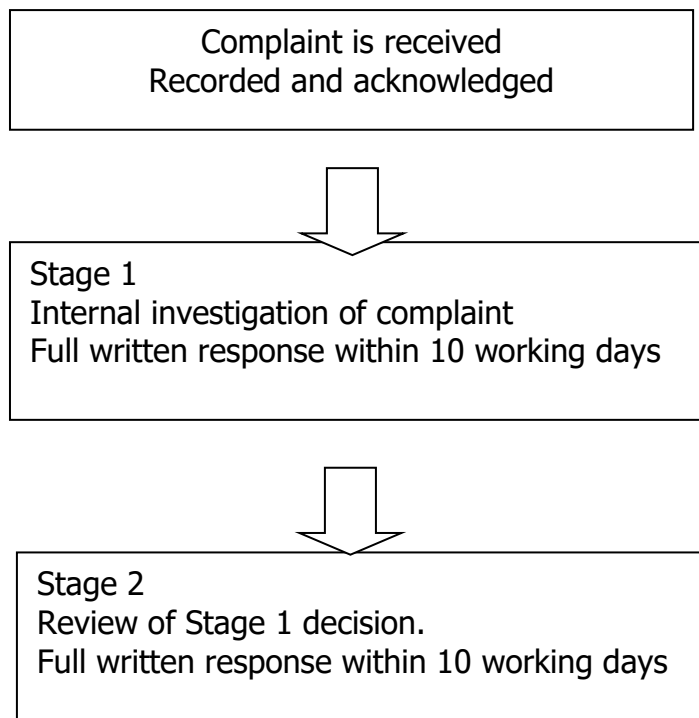
The manager for the service will make sure that any necessary changes are made to how the service is delivered following a complaint. This may involve changing the way we do something or providing training for individuals or teams to prevent complaints recurring.

Stage 2

If the resident is not satisfied with our response to their complaint, we will carry out a review of the complaint to make sure we made the correct decision and took the right action in resolving the issue(s).

This review will be completed by a Director of the Association who has not been previously involved in the investigation.

3 CHA Complaints Process



Complaint remains unresolved at Stage 2

If, having exhausted our complaints procedures, a resident is still dissatisfied, they can take their complaint to a 'designated person'. A 'designated person' can be an MP, a local Councillor. A 'designated' person will help to resolve the complaint or may refer it straight to the Housing Ombudsman.

If the designated person refuses to do either the resident can contact the Ombudsman directly.

When a complaint reaches the Housing Ombudsman Service they will decide if it is appropriate for them to consider the complaint. They will usually only consider investigating a case brought to them from residents of landlords and managing agents who receive services directly and if the resident has already been through the Association's complaints process.

Housing Ombudsman info@housing-ombudsman.org.uk

Telephone: 0300 111 3000

Compliments

We may also receive contact from residents who wish to compliment either an individual or the organisation on a particularly good service. Compliments will be recorded in the same way as complaints and passed onto the individuals involved in the service. Compliments form part of our system of feedback about what matters to residents and helps us to identify what is working effectively.

Persistent, frivolous or vexatious complaints

On some occasions we will receive complaints which may be frivolous or vexatious and where it is not possible to reach a reasonable solution or where the complainant will not accept a reasonable solution.

Such complaints may be as a result of someone being difficult and unreasonable or 'vexatious' but may also be due to a medical condition, mental illness or learning difficulty which makes effective communication difficult.

Being persistent in trying to resolve an issue or a complaint is not in itself vexatious, and we will assess each case individually.

If we consider a complaint may be vexatious, we will carry out an assessment and liaise closely with any support/external agencies involved, and we will then agree how to deal with the situation based on the individual circumstances. We may apply a different means of communicating with the resident having considered their individual circumstances or ask them to only communicate with a nominated member of staff. In all cases the decision will be explained to the complainant.

Learning from complaints

We aim to learn from complaints and use this information to improve what we do. When something changes as a result of a complaint, we will inform the resident of what has been changed.