

MAKING A COMPLAINT

This leaflet explains how to make a complaint. Listening to complaints is important to us so we can improve our service.

We aim to provide an excellent service to tenants, leaseholders and other people who come into contact with us. We recognise that when things go wrong we need to respond quickly and take action to put things right.

We aim to learn from our mistakes by reviewing complaints received, so we can improve our services.

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 a customer.

How to make a complaint

This can be by email, phone, letter, face to face, website or social media. We can also accept a complaint over the phone, noting the complaint details in your own words and emailing/sending the notes to you (with an SAE) to confirm or correct as needed.

Unfortunately we cannot deal with complaints about something which is over six months old.

Complaint stages

- We acknowledge complaints within 5 working days.
- The manager of the relevant service area will contact you to discuss your complaint and see if it can be resolved at this point.
- Your complaint is discussed at the Complaints & Resolutions meeting, which is a group made up of officers and managers from housing management and property services. It also includes members of the Management Team.
- Stage 1 response will be within 10 working days from the receipt of the complaint. Where this is not possible, we will notify you why there is a delay and a full reply will be no later than 20 working days from receipt.
- If the complaint is not resolved to your satisfaction, you may request to progress to stage 2. It is not always appropriate to escalate a case to stage 2 and if this happens we will explain why.
- At stage 2, your complaint will be considered by the Complaints Panel, which is a sub group from the Association's Board and a member of our resident panel.
- Stage 2 response will be within 20 working days from the escalation request. Where this is not possible, we will notify you why there is a delay and a full reply will be no later than 30 working days from escalation.
- If you remain dissatisfied, you can request a review of the way the complaint has been handled, rather than referring the matter to the Housing Ombudsman. Regrettably, we cannot consider requests to review a complaint when these are made more than six months after the complaint is closed.

Managing unreasonable behaviour

Occasionally, residents may make unreasonable demands that could affect the service we provide or may communicate with us in a manner which causes offence or distress to our employees.

When making a complaint; if a resident behaves in an unreasonable manner, Keniston may take appropriate action to manage resident contact to protect our employees and maintain the effectiveness of our service to other customers.

Independent advice

If you continue to be dissatisfied with the way that your complaint has been handled, you should refer it to a “designated person” who is a Member of Parliament, a local councillor or tenant panel for the matter to be reviewed. After eight weeks you can take the matter to the Housing Ombudsman Service without going through a designated person.

Housing Ombudsman Service

PO Box 152, Liverpool L33 7WQ

Email: info@housing-ombudsman.org.uk. 0300 111 3000 or complete their online form.

<https://www.housing-ombudsman.org.uk/contact-us/>

Leaseholders are not able to take their complaint to the Housing Ombudsman Service, but instead should take it to the First Tier Tribunal.

Review of complaints

The Management Team and Board annually review complaints that have been received; the decisions taken and changes implemented as a result.

Hard to read?

If you have any other questions, please contact the Complaints Officer at our office.

If you would like this document in another format, such as large print or a coloured background, or if you would like this or any of our leaflets translated into another language, please contact our office:

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