

MAKING A COMPLAINT

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

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

The Association aims to learn from its mistakes by reviewing complaints received, in order to improve 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 landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.

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 12 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 Panel meeting, which is a group made up of officers and managers from Housing Management and Property Services, plus the Office & Resources Manager acting in the role of Complaints Officer. 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.
- Where a complaint has not been resolved to the customer's satisfaction, the customer may request to progress to stage 2. We acknowledge this within 5 working days and the Complaints Officer will record as stage two of the process.
- The Stage 2 complaint will be considered by the Complaints Panel, which is a sub group from the Association's Board. A member of the Resident Panel may be asked to give comments in advance or to attend the Stage 2 hearing.
- Stage 2 response will be within 20 working days from the complaint being acknowledged. The Panel will decide whether an extension to this timescale is needed, considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident.

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, at any stage, you aren't happy with our responses, you can contact the Housing Ombudsman Service in the following ways:

- **Online:** <https://www.housing-ombudsman.org.uk/residents/make-a-complaint/>
- **Email:** info@housingombudsman.org.uk • **Phone:** 0300 111 3000
- **Write to:** Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

First Tier Tribunal (Property Chamber - residential)

If a leaseholder is not satisfied with the outcome of his or her complaint at stage 2, they may take that complaint to the First Tier Tribunal (Property Chamber - residential). Generally the Housing Ombudsman Service will not deal with complaints from leaseholders, although they will deal with some types of service delivery issues.

Review of complaints

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

Member Responsible for Complaints (MRC)

Keniston will appoint one of its Board members to have lead responsibility for complaints, to support a positive complaint handling culture. This role will ensure the Board receives regular information on complaints that provide insight to the Association's complaint handling performance.

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:

Address: Keniston Housing Association
13 Artington Close, Farnborough, Kent BR6 7UL
Phone: 01689 889700
Email: enquiries@kenistonha.co.uk