

6.0 **FEEDBACK POLICY – COMPLAINTS, COMMENTS AND COMPLIMENTS**

6.1 *This Policy sets out how the Association will deal with complaints and comments to ensure that they are dealt with both fairly and consistently, and are used positively to improve service delivery*

6.2 **Introduction**

6.3 The Association aims to provide an excellent service to all its customers.

6.4 The Association welcomes feedback from customers, partners, stakeholders and other interested parties, whether it is a complaint, comment or compliment for a job well done by a member of staff, or recognition of a process that works effectively and exceeds expectations.

6.5 **Aims and Objectives**

6.6 Complaints - we will:

- (a) Respect confidentiality;
- (b) Ensure that our staff are well trained in dealing with complaints;
- (c) Acknowledge complaints;
- (d) Aim to resolve the complaint at the earliest stage possible;
- (e) Have a clear and straightforward procedure which can be easily accessed;
- (f) Offer people a range of ways by which to complain;
- (g) Set clear timescales for acknowledging and responding to complaints;
- (h) Apologise and seek to make good the situation where appropriate;
- (i) Monitor the way we deal with complaints;
- (j) Publish our performance to customers; and
- (k) Adopt a procedure of learn and review and amend Policies where appropriate.

6.7 General comments – we will:

- (a) Acknowledge and thank people for their comments; and
- (b) Pass comments on to the relevant manager, staff member or the Board of Management, as appropriate.

6.8 Compliments – we will:

- (a) Acknowledge and thank people for taking the time to contact us; and
- (b) Ensure that any staff member or contractor is aware of the compliment and incorporate good practice accordingly.

6.9 **Complaints**

6.10 A complaint is usually: dissatisfaction with a service; a failure to carry out an agreed service; failure to meet agreed timescales; failure to meet the standards promised; or anti-social behaviour.

6.11 This Policy will not usually apply to complaints that are already being dealt with through other more appropriate channels, such as:

- (a) Where an appeal body or tribunal has been set up to deal with the issue;
- (b) Complaints that have already been before a court or tribunal;

- (c) Internal complaints from staff or Board members relating to their employment or Board membership, as more appropriate internal procedures are in place for resolving these.
- 6.12 We will not normally consider complaints that relate to matters that occurred over 12 months ago which have not previously been reported to us, or those pursued in an unreasonable manner. This may include persistent, repetitive or multiple complaints by one person, or where the complaint has already been dealt with in accordance with the relevant procedure.
- 6.13 Complaints against the Association are not designed as an appeal system to question decisions of the Association, which were properly taken, or to challenge any Policies.
- 6.14 The Association operates a three-stage procedure for dealing with complaints as illustrated in (**Appendix 23**).
- 6.15 **Independent Housing Ombudsman**
- 6.16 The Ombudsman can investigate complaints from tenants and, if a complaint is upheld, make recommendations. The Ombudsman expects that complaints will have been made through the Landlord's own complaints procedures first before considering the case.
- 6.17 The contact details for the Ombudsman are:
Housing Ombudsman Service, 81 Aldwych, London WC2B 4HN
Tel: 0300 111 3000 E-mail: info@housing-ombudsman.org.uk
- 6.18 **Comments and Compliments**
- 6.19 The Association welcomes comments about the services we deliver, to help us improve the way we provide these. People are encouraged to contact us in one of the ways shown below:
 - (a) Tell us when a job has been done well or exceeded expectations;
 - (b) Tell us when a member of staff has made a positive difference;
 - (c) Suggest any ways we can improve our services.
- 6.20 We will regularly review all comments and complaints with customers as part of our programme of regular service reviews.
- 6.21 **Making a Complaint or Comment**
- 6.22 Complaints and other comments can be made to the Association in a number of ways, including:
 - (a) By telephone;
 - (b) By e-mail;
 - (c) By letter;
 - (d) In person; and
 - (e) Via the website at www.lrha.co.uk

6.23 Regulatory Framework for Social Housing in England

- 6.24 The Regulatory Framework has clear expectations of Registered Providers in respect of complaints handling and service, including:
- (a) That a range of ways is offered to customers to express a complaint;
 - (b) That there are clear service standards in respect of complaints handling, including complaints about performance against standards outlined in the above regulatory framework;
 - (c) Details should be provided about what to do if customers are unhappy with the outcome of a complaint;
 - (d) Providers shall inform tenants how they use complaints to improve services;
 - (e) Registered providers shall publish information about complaints each year, including their number and nature, and the outcome of the complaints; and
 - (f) Providers shall accept complaints made by advocates authorised to act on tenants' behalf.

6.25 It is our aim to ensure that we comply fully with these expectations.

6.26 Monitoring and Accountability

6.27 The Association will monitor the effectiveness of this Policy and recommend changes to improve service delivery as appropriate.

6.28 Performance will be reported through the Audit Committee to identify any areas for review and improvement.

6.29 We will report our performance in our Annual Reports to residents.

6.30 Equality and Diversity

6.31 The Association is committed to fairness and equality for all regardless of colour, race, ethnicity, nationality, gender, sexual orientation, marital status, disability, age, religion or belief, family circumstances or offending history as defined in the E&D Policy. Our aim is to ensure that our Policies and Procedures do not create an unfair disadvantage for anyone, either directly or indirectly.

6.32 Performance targets for dealing with feedback

	Complaints	Comments	Compliments
Acknowledgement letters sent within 3 working days	100%	100%	100%
Complaints resolved at Stage 1	n/a	n/a	95%
Complaints resolved at Stage 2	n/a	n/a	4%
Complaints resolved at Stage 3	n/a	n/a	1%