

# **HOMESDALE (WOODFORD BAPTIST HOMES) LTD**

## **COMPLAINTS POLICY & PROCEDURE**

### **POLICY STATEMENT**

Homesdale (Woodford Baptist Homes) Ltd believes that if a tenant need to make a complaint or register a concern, they have that right, and should be encouraged to do so. Homesdale welcomes all comments, including complaints and looks on them as an opportunity to learn, adapt, and provide a better service.

This policy is intended to ensure all complaints are dealt with properly. When Homesdale receives a complaint we will ensure

- It is taken seriously
- Investigated thoroughly
- Give an apology if a mistake has been made and put the mistake right if possible
- Give a full explanation if we have acted fairly and according to our policies & procedures.
- It is documented in the Complaints Log
- It is treated in the strictest confidence (if in the course of investigations we need to disclose your name we will contact you before we do this)

### **RESPONSIBILITY**

Overall responsibility for monitoring complaints lies with the Management Committee. All staff are responsible for ensuring complaints are dealt with in the proper manner, according to the procedure. Homesdale will provide training for all employees to ensure they understand and can follow through the complaints procedure

### **HOW TO MAKE A COMPLAINT**

#### **Step One – Informal Complaint**

If you want to make a complaint, in the first instance contact the senior person on duty. Homesdale will make every effort to resolve your complaint immediately.

If it is more complicated than this, or you are not satisfied with the initial response you will be given the name of the person who will investigate the complaint. Homesdale will aim to give you a full answer to your complaint in 10 working days. If we need longer to investigate, we will inform you of this and give you a target date for a response.

Homesdale aims to resolve all complaints at this stage. However, if you are not satisfied you can make a formal complaint.

#### **Step Two – Formal Complaint to Manager**

To make a formal complaint, contact the Chief Executive detailing the complaint in writing. Homesdale will send you acknowledgement of receiving your complaint.

Depending on the problem the Chief Executive may arrange to discuss the matter with you, or appoint an investigating officer to gather information. You may be asked what you want Homesdale to do to resolve your complaint. Homesdale will aim to give you a full answer to your complaint in 15 working days. If we need longer to investigate, we will inform you of this and give you a target date for a response.

**Step Three – Formal Complaint to Management Committee**

If you are not satisfied with the response from the Chief Executive you can approach the Management Committee.

In order to do this contact the Housing Officer or Chief Executive who will pass all the relevant details and paper work to the Committee. Members of the Committee may need to discuss the matter with you.

Homesdale will aim to give you a full answer to your complaint in 20 working days. If we need longer to investigate, we will inform you of this and give you a target date for a response.

**Step Four – Still not Satisfied**

If you have been through all the above steps in Homesdale’s procedure and you are still not satisfied, then the Housing Ombudsman can pursue your complaint for you.

The Ombudsman will expect you to have followed all stages of Homesdale’s complaints procedure as detailed above.

The Housing Ombudsman  
81 Aldwych  
London  
WC2B 4HN

Signed .....

Printed .....

Date .....

Review Date .....