

Complaints Policy

1. Policy Statement

1.1 The use of the term tenant in this policy is to be read to include LB Sutton & Roundshaw Homes and other service users.

1.2 Roundshaw Homes is committed to providing the highest possible standards of service for its tenants and other service users. However the Association recognises that there may be occasions when its tenants are not satisfied with the service that they have received. The Association wishes to be informed in such circumstances. To facilitate this the complaints policy will be:

- Easy to access
- Supportive of those wishing to complain
- Confidential

1.3 Roundshaw Homes take a positive approach to complaints and believes that they are an opportunity for the Association to:

- Put things right for tenants when they go wrong
- Learn from each complaint to prevent similar occurrences
- Evaluate its performances and continually improve its policies and practices
- Demonstrate that it takes its tenants opinions seriously

1.4 Emphasis is given to informal resolution of complaints when appropriate, before they reach the formal stages of the complaints procedure, paying particular attention to the desired outcome of the complaint.

1.5 Advocacy

1.5.1 Roundshaw Homes will process all complaints received by the following groups or individuals under the Complaints Policy, provided that the complainant relates to the service provided to a

Roundshaw Homes tenant and the tenant Confirms that the complaint is made with their consent:

- Professional representatives, e.g. Citizens Advise Bureau, Social Workers, etc
- Family members
- Friends and members of the public

1.6 Recording, Monitoring, Analysis and Reporting of Complaints

1.6.1 Roundshaw Homes records and monitors the progress of all complaints that it receives. The outcome of complaints are analysed and improvements to our services are planned as a response where a service failure has been identified. Complaints are monitored and analysed by the General Manager, Community Board & by the regional directors of Hyde HA & Metropolitan Housing Trust.

ROUNDSHAW HOMES

Roundshaw Homes Quality Manual

Version:

Author: Barbara Curtis

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2. Definitions

2.1 What is a complaint

2.1.1 A Complaint is an expression of dissatisfaction from a tenant about the standard of service Provided by Roundshaw Homes. A Complaint can be about both action that Roundshaw Homes has taken and action that it has not been taken. Roundshaw Homes will interpret 'expression of dissatisfaction' broadly so as to give its tenants the widest possible access to the Complaints Policy. For example if a tenant indicates that they are dissatisfied with the standard of repairs carried out, then this will be regarded as a complaint.

2.1.2 Roundshaw Homes does not regard any of the following as a complaint

- A first time request for a service, e.g. repairs
- a first time complaint about a 3rd party
- a request for a review of a decision, e.g. appeal against a request for alterations and improvements.

2.1.3 In general, criticism of Roundshaw Homes policies is not regarded as a complaint, unless it is alleged that a policy has been operated unfairly. All of Roundshaw Homes housing policies are `open' documents and if a tenant asks for a copy of the policy, their request should be granted. If a tenant is unhappy about the content of a particular policy, they should be asked to produce a written statement of their concerns. This will be considered by the General Manager.

3. Legal/Regulatory Framework

3.1 The Housing Corporation's Performance Standards for RSL's 1997 states:

3.1.1 RSL's should have accessible , fair and effective complaints procedures for residents, housing applicants and others and a policy and procedure for compensation. RSL's must also be members of an approved independent ombudsman scheme as required by law and should comply with any findings or recommendations made by that ombudsman, RSL's should inform all the tenants of the ombudsman scheme to which they belong and how residents can use it.

3.2 The Housing Corporation's Charters for Assured Tenants, shorthold Tenant's and Housing Applicants all state that,

3.2.2 If you have a complaint about the way that you have been treated or about the service you have received, you should begin by using your landlord's own complaints procedure. Your resident's

handbook or a special leaflet should tell you how. There should be a fair and accessible complaints procedure which allows you to take your complaint to you landlord's governing body if you are not satisfied.

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4. Training

4.1 Roundshaw Homes will ensure that all staff receive training in Customer Care principles and will have the knowledge and training to ensure that they see complaints as opportunities to put things right.