

Complaints Policy

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Document Owner: Annette Morrison

See also: Reasonable Adjustments Policy, Complaints Procedure, The Housing Ombudsman's Complaint Handling Code.

Date last reviewed: February 2021

Date due for next review: February 2024

This Policy will be applied in a way that will not discriminate on the grounds of the race, gender, marital status, disability, sexual orientation, religion or belief, pregnancy or maternity status, gender reassignment, or age of the employee concerned. It applies to all staff.

Version number	Amendment	Amended by	Date
1.0	Separated from combined policy and procedure and published as a standalone policy for the first time.	Annette Morrison	25th February 2021

1. Complaints and compliments policy

We value complaints from residents and aim to use the learnings from them to drive service improvements. We aim to ensure that complaints are resolved promptly, politely and fairly.

We are committed to using customer feedback to improve the services that we provide. We aim to:

- Provide a resolution to the residents' complaint promptly.
- Communicate the resolution or response clearly.
- Put things right when they go wrong and resolve the complaint quickly.
- Act sensitively empathetically and fairly.
- Record, analyse and learn from all customer feedback to drive service improvements.
- Monitor our response times and publicise our performance.
- Deal with as many complaints as possible at the first point of contact.

This policy is supplemented by our Complaints Procedure. Both the policy and procedure follow the guidance set out in the Housing Ombudsman Service Scheme and Complaint Handling Code and have been assessed against the Ombudsman's self-assessment criteria.

1.1. How can residents make a complaint?

Complaints can be made through a variety of channels including:

- Online.
- By letter.
- By e-mail.
- By phone.
- In person (currently Newlon's offices are closed to the public due to COVID-secure guidelines and this is not available).

Where complaints are made via social media channels that Newlon uses, if it is possible to identify the complainant then the Communications team will notify the Service Resolution Team of this in order that they may manage this complaint from then on. Where it is not possible to identify the complainant, a reply will be sent asking them to contact the Service Centre.

The complaints process must comply with the Equality Act 2010 and we may need to adapt normal policies, procedures, or processes to accommodate an individual's needs and make reasonable adjustments to address this. (See our Reasonable Adjustments Policy for further details).

2. How do we publicise this policy?

- During the sign up process, when you first become a Newlon resident.
- On our website, in our 'Contact us' section.
- In our reception area.
- From any staff members.
- In our newsletter, where there is also information on how we use feedback.

3. Who can make a complaint?

- Newlon residents – tenants, leaseholders, licensees.
- A person who has applied for housing through Newlon.
- Any person who pays a service charge to Newlon. Complaints relating to service charges are managed differently please see appendix 2 of our Complaints Procedure which you can find at www.newlon.org.uk/residents/making-a-complaint for information on this.
- A group of residents who wish to complain about common issues (explicit consent should be obtained by named residents who are part of the complaint group). Newlon will write to one named point of contact whose role it will be to communicate with the other residents. Any individuals named as part of the joint complaint cannot make separate complaints about the same issues being considered as part of the joint complaint.
- A person acting on behalf of a resident. A third party can make a complaint on behalf of a resident tenant, but unless Newlon has express permission in writing to liaise with them as an advocate, all communication around the complaint will be with the resident. If a resident lacks capacity to authorise a representative (adequate evidence of their legitimate authority must be provided). This also includes a person with authority to make a complaint on behalf of any people described above who are deceased.
- An ex-occupier who had a legal relationship with Newlon at the time the matter complained about arose.

4. What is a compliment?

Feedback about how staff delivered a good service. When we receive this we will acknowledge receipt and pass this onto the staff member and their manager.

5. What is a complaint?

A complaint is defined as 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 an individual resident or group of residents.

The resident does not have to use the word complaint in order for it to be treated as such. Landlords should recognise the difference between a service request (pre-complaint), survey feedback and a formal complaint and take appropriate steps to resolve the issue for residents as early as possible.

Newlon will not accept any formal complaint at Stage 1 or Stage 2 which would not be within the remit of the Housing Ombudsman Service. Please see our Complaints Procedure for details of exceptions which would not fall within the Ombudsman's jurisdiction and which will therefore not be dealt with by Newlon as formal complaints.

An expression of dissatisfaction, requiring our response, could include:

- A delay in something we have done – not meeting published timescales.
- Broken appointments.
- Where we have failed or refused to do something.
- Where we have provided a poor quality service or made a mistake.
- A policy which has been unfairly implemented, should not have been applied or is simply wrong.

If a request to make a complaint is not accepted, (see Complaints Procedure section on exceptions to procedure for more details) then the reasons for this must be clearly outlined and the person given the right to appeal. This appeal should be considered by the Assistant Director for Housing or in their absence the Head of Quality.

6. Responding to complaints

Newlon has a two stage complaints process –

- Stage 1 is managed by the Service Resolution Team.
- Stage 2 is managed by the Quality Team and the review will involve Directors when the matter is complex.