



CHAPTER 7

SCHEDULE 4

COMPLIMENTS AND COMPLAINTS POLICY AND PROCEDURE

INTRODUCTION

Dovecotes TMO are required by their Management Agreement to have in place a policy detailing how we respond to complaints and clear procedures we will follow when investigating a complaint.

This document, our Statement of Policy and Procedures, describes how we will respond to complaints which we receive.

This statement includes a description of our Complaints Procedure. This is a formal procedure which sets out how our staff will respond to a complaint.

When our customers express dissatisfaction with any of the services we provide, we welcome and value the opportunity to address their concerns and aim to resolve their complaint with minimal formality. We recognise that effective resolution of complaints will help us to:

- Target resources better and improve service delivery
- Maintain our credibility and image with customers
- Improve customer satisfaction and confidence
- Identify strengths and weaknesses in all areas of service delivery , provide opportunities for us to improve and help prevent problems

Dovecotes also want to know when our customers are particularly happy with a service they have received and any compliments we receive do get reported to the Management Committee.

This is a single document that shows both policy and procedural statements for clarity.

Policy & Procedure

1. Dovecotes TMO use the following definition of a complaint:

A complaint is an expression of dissatisfaction about the standard of service received from a Dovecotes TMO or a member of staff.

A request for service is not a complaint; complaints are about situations when the tenant making the complaint thinks that things have gone wrong.

Complaints can be reported to Dovecotes TMO in person, in writing, email or fax. Dovecotes TMO requires complaints to be submitted using a written form to ensure complaints are recorded and reported clearly from a complainant's point of view.

2. **STAGE ONE** – Housing Officer

A complaint will initially be logged at point of contact and passed to the housing officer who will try and resolve the complaint in an informal way. The complaint will be acknowledged within 2 working days. Then investigated and a response sent within 14 days from receipt of the complaint. These complaints may be resolved with a phone call or a visit and discussion with various parties who may be involved.

3. **STAGE TWO** – A Senior Officer

Stage two will come into operation when a complaint cannot be resolved at Stage One. A member of the Management team will review the decision made at Stage One and either uphold the decision or propose an alternative solution in writing to the complainant. The target for completion of this stage is 21 days.

4. **Resolution of Complaint**

A lack of response from the complainant at any stage will be recorded as 'resolved' once the target deadline date is reached. If the complaint cannot respond within the target deadline date set they should notify the TMO of this and give their reasons. Dovecotes TMO Complaints Policy is designed to ensure that it meets its service obligations and tackles poor performance at the earliest possible stage. Dovecotes TMO will always endeavour to provide reasonable explanations and propose reasonable solutions.

5. **Compliments**

Dovecotes TMO values not only complaints it receives from customers but also any 'compliments' about service delivery. It is good to know when services are being

provided well and when changes in service delivery have made a positive impact on tenants. Staff and management committee are made aware of compliments made. No formal process will be set up for compliments.

6. Promotions of the Service

The complaints policy and procedure will be publicised within the office, at the start of the new tenancies and a copy will be always available in the office or by post on request. The information will emphasise that the aim of the Complaints Policy is to:

- Rectify problems where Dovecotes TMO has failed to meet service standards
- Explain policy decisions
- Review service provisions based on an analysis of customer feedback

7. Performance Monitoring and Targets

The aim is to resolve 100% of complaints at each and every stage of the process. Staff should be focused on resolutions at every stage, but particularly at Stage One. Complaints will be used to highlight service areas tenants are most dissatisfied with and aid in the prioritisation of service for investigation and improvement.

8. **AT ANY TIME** the customer can take their complaint to: Wolverhampton City Council Corporate Complaints Division in writing or by telephoning 01902 551155 and ask for Corporate Complaints. The Councils Complaints Division will contact the TMO & inform them of the complaint and give the TMO the opportunity to resolve the matter. In this instance a copy of the response would be sent to both our customer and Corporate Complaints.

9. Housing Ombudsman.

If you are not satisfied with the response given to the complaint you can refer your complaint to the Housing Ombudsman, contact details set out below:

In writing to: Housing Ombudsman, Exchange Tower, Harbour Exchange Square, London, E14 9GE

Telephone: 0300 111 3000

Email: info@housing-ombudsman.org.uk