



Home Safety & Quality

**Transparency
Influence &
Accountability**

**Neighbourhood
& Community**

Tenancy

Complaints and Feedback Service Standard

Housing services is committed to delivering high quality services to support our communities, protect our environment and support the local economy. To help us achieve these goals, we welcome your feedback and want to know when we get things right and when things go wrong.

We promise to:

When you give us feedback, we will:

- Listen to you, understand your point of view, and treat you with respect.
- Keep you updated if we cannot resolve something straight away.
- Be honest and explain our decisions.
- Put things right if something has gone wrong.
- Learn from your feedback and continually improve our services.

We will ensure that our service is accessible to all, by:

- Providing different channels through which you can make a complaint.
- Making our complaints policy available in a clear and accessible format for all residents
- Giving residents the opportunity to have a representative deal with their complaint on their behalf
- Providing residents with information on their right to access the Ombudsman Service

We will communicate effectively with you, by:

- Treating you fairly and with respect
- Contacting you by your preferred method where possible
- Explaining our decisions and reasons for them using easy to read and jargon-free language.
- Explaining our process for handling complaints
- Keeping you regularly updated of the progress of your complaint and timescales.
- Providing you with contact details for the member of staff dealing with your complaint

We will ensure that you receive a professional service from us, by:

- Ensuring staff have the relevant knowledge, training, and skills to be able to investigate and respond to your complaint.
- Responding to complaints in a timely manner, considering the complexity of the case
- Providing clear reasons for any decisions
- Tracking and actioning outstanding actions promptly and providing appropriate updates.
- Acknowledging and apologising where things have gone wrong.
- Making reasonable adjustments for residents, where appropriate, under the Equality Act 2010

We will monitor our performance by:

- Annually self-assessing our policy and process against the Housing Ombudsman's Complaint Handling Code
- Using complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.
- Capturing and recording satisfaction levels with our complaint handling process to ensure a positive experience for residents
- Reporting our performance through governance channels and the Complaints Review/Scrutiny Panel to ensure there is a focus on continuous learning and improvement.