



Tell us – our complaints and compliments policy

Corporate

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Issued: April 2018

Reviewed: July 2026

Next review: July 2029

POLICY

1. Policy Statement

- 1.1 This policy outlines how we'll manage feedback from clients, members of the public or external stakeholders that we don't have a contractual relationship with.

2. Scope

- 2.1 We welcome and encourage both complaints and positive feedback as an opportunity to improve service quality and efficiency. The aim of this policy is to ensure that:
- complaints are dealt with promptly, courteously, systematically and fairly
 - complaints are dealt with in confidence
 - complainants are kept informed of progress and the outcome of any investigation
 - complaints are recorded and monitored to help the organisation to learn from its mistakes and improve service delivery
 - compliments are recorded and used to help improve service delivery across the organisation

3. Definition of a complaint

- 3.1 According to the Housing Ombudsman's complaint handling code a complaint must be 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."
- 3.2 We consider a complaint to be any expression of dissatisfaction, raised by a client or group of clients; a member of the public; or external stakeholders where it is thought that one of our services has:
- failed to meet its published standards
 - not met its responsibilities, or followed policies, or failed to provide an agreed service
 - not considered the right factors when making or carrying out a decision
 - acted unfairly
 - behaved rudely or discourteously
- 3.3 The following are examples of types of complaints covered by this policy. This list is not exhaustive and there will be other types of incidents that occur which must be reported in accordance with the guidance of this policy:
- conduct of staff
 - standard of support



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- anti-social behaviour
- maintenance of accommodation
- quality of catering
- standard of furnishings
- standard of cleaning
- breach of data protection
- all complaints from neighbours/local community
- bullying
- harassment
- discrimination
- safety concerns

4.1 We should recognise the difference between a service request and a complaint. A service request is a request from a client requiring action to be taken to put something right i.e., required maintenance repairs. Service requests should be recorded, monitored and reviewed regularly. A complaint should be raised when a client raises dissatisfaction with their service request.

4.2 Complaints regarding the conduct of a contractor may be dealt with through this policy where the contractor does not have their own complaints process or it would not be appropriate to advise the client to contact the contractor directly. In this instance we will work closely with the contractor to understand what went wrong, challenge poor performance where necessary, and ensure any remedial work or apologies are provided promptly.

4. Definition of compliment

4.3 A compliment is an expression of praise, encouragement, or thanks for a positive experience.

4.4 We consider a compliment to be where a service, member of staff or the organisation receives positive feedback from individuals and organisations who may be working with us but are not directly employed by us.

5. Staff responsibilities

5.1 All **staff** are responsible for supporting clients with recording of any complaints and compliments and reporting the initial feedback to the contracts and performance manager.

5.2 Our **service leaders/team leaders** are responsible for acknowledging compliments.



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- 5.3 Our **contracts and performance managers** are responsible for investigating stage 1 complaints and providing a written outcome for the complainant.
- 5.4 Our performance team members are responsible for investigating stage 2 complaints and providing a written outcome for the complainant.
- 5.5 Our **head of governance and company secretary** acts as the organisations **complaints officer** and is responsible for liaising with the Housing Ombudsman, ensuring complaints are reported to our **Board**. They may wish to delegate tasks to members of the **executive team**.
- 5.6 Our **governance team** are responsible for qualitative and quantitative analysis of our complaints and compliments data and producing reports for publications. They're also responsible for completing the self-assessment against the complaints code of practice.
- 5.7 Our **Board** are responsible for appointing a Member Responsible for Complaints (MRC) who will have responsibility for overseeing complaints to support a positive complaint handling culture.

6. Links to other policies

6.1 This policy should be read in conjunction with our:

- [Equality, equity diversity and inclusion policy](#)
- [Compensation policy](#)
- [Code of conduct](#)
- [Whistleblowing policy](#)
- [Confidentiality policy](#)

Version	Date	Type	Summary of changes	Author
4.	20.04.2026	Major	Inclusion of Housing Ombudsman complaints guidance and data protection	NS
4.1	10.7.26	Minor	Procedure amended to include Ofsted and complaint follow up	NS