

# **COMPLAINTS PROCEDURE (Legacy Rosebery)**

# Complaints Procedure

## Summary

We encourage and welcome complaints as an important form of customer insight. This procedure sets out how we will investigate and respond to complaints, whilst ensuring lessons are learnt and used to deliver longer term improvements to our services to customers.

This procedure applies to all our contractors and other parties providing services on our behalf and we expect them to work with us in an effective manner to resolve customer complaints.

## What is a complaint?

We define a complaint 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'*.

## Who can complain?

Complaints can be made by anyone receiving a service from us. This includes residents; leaseholders; those applying for housing with or any person or organisation receiving a service from us.

Where a customer is unable to raise a complaint themselves, a third party can raise it on their behalf. The response will be communicated to the customer unless they have given permission for us to communicate with a third party. Where complaints are received from a third party, the third party will be contacted to confirm receipt of the complaint and how we will communicate our response.

If you have not received a service from us but choose to make a complaint, your complaint will be responded to but will not be considered a formal complaint.

## Quick resolution – service requests

There may be instances where a service request involving concern for an issue not previously presented to us. In these circumstances, we will aim to manage these requests at first point of contact and our Customer Experience Team, will take the lead and resolve within three working days. If the customer is unhappy with the outcome, this can be escalated to a formal complaint.

## Managing complaints

Once you have made a complaint, we will make sure you have all the information you need. We'll manage all the time scales and stages of your complaint. We'll communicate with you throughout to make sure you know what's going on.

To help us manage your complaints, we need to have a clear procedure to help us do this. We will not use jargon and will make sure you have all the support you need to get things sorted out.

### **What if you need help raising a complaint?**

If you are not able to raise a complaint with us yourself, you can ask someone to raise the complaint on your behalf. This could be a friend, relative or professional like someone from the Citizens Advice Bureau.

We'll make sure that our response is communicated to our customer directly but will always let the other person know that we've responded.

### **How can you complain?**

You can make a complaint in writing, by email, online, over the telephone or face to face with a member of our staff.

#### **You can write to us or pop into our office at:**

Town & Country (Rosebery office)  
Third Floor, Newplan House  
41 East Street  
Epsom  
Surrey  
KT17 1BL

**Call us on:** 01372 814 000 **Or Freephone:** 0800 068 7664

**Email us:** [Customerexperience@rosebery.org.uk](mailto:Customerexperience@rosebery.org.uk)

**Online by registering with 'My Rosebery':** [www.rosebery.org.uk/myrosebery](http://www.rosebery.org.uk/myrosebery)

### **What will we do when we receive your complaint?**

Our Customer Experience Team will let you know that we've received your complaint within 2 working days. They may want to speak to you about your complaint so that they can find the best solution to the problem you have had.

### **Who will deal with your complaint?**

Your complaint will be allocated to a lead handler, and you will be informed who this will be, and they will take ownership of your complaint. The lead handler will be your point of contact and they will carry out a thorough investigation of your complaint.

Your lead handler or a member of the Customer Experience Team will keep in regular contact with you throughout the course of your complaint and where possible, will update you by telephone.

### **When will you get a response?**

We'll make sure you receive a written response within 10 working days. If for any reason we can't meet this target, we'll be sure to let you know and agree an extended date with you.

### **What if you're not happy with the response?**

If a customer feels we have not addressed their complaint in a reasonable or fair way and they remain dissatisfied with our response, they can request a review of their complaint case. We ask customer to request a review within 20 days of receiving our final response.

### **Who will deal with your complaint at this point?**

If we receive a request for a complaint to be reviewed, this will be escalated to (stage 2) of our complaints process. Your complaint will be acknowledged by the Customer Experience Team within 2 working days. A Manager, who has not previously been involved with the complaint will carry out your review. The complaint will be passed to the relevant Head of Service for them to review. We'll let you know who this is within 2 working days of your telling us that you're not happy.

The Manager will review the original response that you were sent and will send you their response within 10 working days. If for any reason they can't meet this target, we'll be sure to let you know and agree an extended date with you.

### **What if you're still not happy?**

If you are not happy with the response you receive from the Manager, and you remain dissatisfied having exhausted our internal complaints procedure will be advised that a referral can be made to the Housing Ombudsman Service once our complaints process has been completed. Their contact details are:

**Address** - 2<sup>nd</sup> Floor, 10 South Colonnades, Canary Wharf, London, E14 4PU

**Telephone** - 0300 111 3000

**Fax** - 020 7381 1942

**Email** - [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

**Web** - [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

### **Feedback**

When any complaints are closed, we'll always encourage our customers to tell us about their experience. This helps us to improve and develop the service we provide all of our customers.