

SERVICE STANDARDS

Complaints & Feedback

We aim to provide you with a high standard of service and respond to enquiries quickly and effectively. If something goes wrong, we will try to resolve it informally. If we do not manage to do that, you can make a formal complaint.

We will investigate your complaint and respond within set timescales. This Service Standard explains what you can expect from us when you contact us with a complaint. If you want to give other feedback, including compliments, you can contact us using the details below.

Making a complaint

We aim to:

- Make it easy for you to make a complaint
- Respond to formal complaints within set timescales
- Respond to your complaint impartially, fairly and in a professional manner
- Respect confidentiality and keep your personal information safe and secure
- Keep you updated during the complaints process
- Contact you in advance of the deadline to notify you if we are unable to meet the deadline, and provide the reason for the delay
- Advise you of your right to approach the Housing Ombudsman Service for advice at any stage of a complaint, or to escalate your complaint to them after the final stage (Stage Two) of our process
- Ensure staff are trained in complaints handling in accordance with the Housing Ombudsman Services Complaints Handling Code.

Resolving your complaint

We aim to:

- Acknowledge where we have made a mistake or not met our service standards

- Do what we reasonably can to put things right
- Consider appropriate remedies in line with our policies

When you contact us with a complaint

We aim to:

- Refer you to the appropriate team if your issue can be resolved informally and in line with our Customer Services Standards
- Log and acknowledge your complaint within 5 working days if your attempt to resolve the issue informally has not been successful
- Contact you if we require further information about your complaint and the outcome that you are seeking.
- Follow a two-stage complaints procedure, in accordance with the Housing Ombudsman's Complaints Handling Code
- Respond to Stage One complaints within 10 working days and Stage Two complaints within 20 working days
- Use plain language and make clear the outcome of your complaint
- Communicate with you through your chosen method and take account of any communication needs you may have
- Suggest independent mediation if this is appropriate, to help us understand your complaint and find a way forward

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Information for residents

We will publish information informing you how to make a complaint, and what the process involves.

We will:

- Publish information on our website, explaining how you can make a complaint
- Have a Complaints Policy, which is published online and available on request
- Publish a self-assessment on our website, to show our current compliance with the Housing Ombudsman's Complaints Handling Code
- Provide a leaflet which explains how we deal with complaints, either online or in hard copy

How you can make a complaint

We will:

- Accept complaints by letter, e-mail, telephone, through our website, or in person
- Accept complaints made by a representative, for example a family member or support worker with your authorisation

What we request from you

- Contact us promptly if you are unhappy with the service you have received from us
- Give us enough information to enable us to investigate and respond to your complaint
- Tell us how you think we can put things right
- Provide any documents or other evidence in support of your complaint

How we will monitor this standard:


- Monitor resident feedback including compliments, complaints and responses to our surveys to check we are meeting our service standards and learning from them
- Monitor key performance indicators on complaints.
- Monitor outcomes from lessons learned processes


Useful contacts


The Housing Ombudsman

The Housing Ombudsman offers a free, independent and impartial complaints resolution service for social housing tenants and leaseholders.

You can approach the Housing Ombudsman Service for advice at any stage of a complaint.


 www.housing-ombudsman.org.uk
info@housing-ombudsman.org.uk


 0300 111 3000

 Housing Ombudsman Service,
PO Box 152, Liverpool L33 7WQ

Local Government and Social Care Ombudsman (LGO)


 www.lgo.org.uk

 0300 061 0614

 Local Government and Social Care Ombudsman,
PO Box 4771, Coventry, CV4 0EH

City of London Complaints Team

 housing.complaints@cityoflondon.gov.uk

 020 7606 3030

 Housing Complaints Team,
Barbican Estate Office, 3 Lauderdale Place, London EC2Y 8EN