

1. BACKGROUND AND OBJECTIVES

- 1.1 We always aim to provide a great service to our customers but we recognise that occasionally things go wrong. When that happens the way we manage, resolve and learn from our mistakes is critical to improving the way we deliver our services to customers.
- 1.2 We welcome feedback and when things go wrong, we will listen, resolve things quickly and make sure we clearly explain the decision we have made. We welcome your views and opinions on how to improve our services together with praise when colleagues do things well.

2. POLICY DETAIL

2.1 Definitions

2.1.1 This policy covers all services of the Alliance Homes Group.

2.1.2 By feedback, we mean a complaint, comment or compliment defined as:

- A complaint is any expression of dissatisfaction; however it is made about a standard of service we have provided, something we haven't done or about one of our policies;
- A comment is a suggestion or idea from a customer about how we could improve our services;
- A compliment is unsolicited feedback from customers about how we exceeded their expectations in delivering a service.

2.2 Policy Aim

2.2.1 We aim to:

- Make it as easy as possible to give us feedback;
- Deal with complaints quickly and thoroughly and understand the desired outcome of our customer;
- Be consistent, open and fair in the way we deal with complaints and comments;
- Learn from our mistakes and make changes to services to avoid repeating the same issues.

2.3 Who can make a complaint?

2.3.1 Anyone who requests or receives a service from us, or their authorised advocate can make a complaint under this policy

2.4 How can you make a complaint?

- 2.4.1
- Telephone
 - Letter
 - E-Mail
 - In person
 - Social Media

- The Hive – Our online customer engagement platform

2.5 The complaints procedure

2.5.1 We aim to resolve complaints quickly and have set out clear guidance for colleagues to follow to ensure that we are fair, consistent and open in the way we deal with complaints. Every complaint is different but by following the same clear steps we can ensure you feel your complaint is being taken seriously and will be resolved.

Our process has two stages:

2.5.2 *Stage 1*

The first time you express dissatisfaction about an issue we will try and resolve this there and then or agree a way forward that you are happy with in order to resolve your complaint.

2.5.3 *Stage 2*

If we are unable to resolve your complaint at the first point of contact, a manager will contact you within 24 hours of making your complaint to discuss it further with you and fully understand the issue. A full investigation will be undertaken if needed and we will agree the timescales for completing this with you. We will also agree method and frequency of contact with you so that we keep you updated in a way that is easy for you.

Another manager will also review the investigation and proposed solution as part of the quality assurance process and as a final step, the complaint and the proposed solution will be discussed and agreed by our weekly case conference which is a group of managers and senior managers who look at all complaints to ensure they have been fairly and consistently handled.

2.6 What if I am not satisfied with the outcome of my complaint?

2.6.1 We do not have an appeal process as part of this policy, however, we realise that not all of our customers will be satisfied with the outcome of their complaint.

2.6.2 If you are still dissatisfied, you can contact the Housing Ombudsman Service.

The Housing Ombudsman Service is set up by law to look at complaints about the housing organisations that are registered with them and the service is free, independent and impartial.

The Housing Ombudsman Service can be contacted as follows:

Online: www.housing-ombudsman.org.uk

Telephone: 0300 111 3000

E-Mail: info@housing-ombudsman.org.uk

2.7 Learning lessons from feedback

2.7.1 We are keen to learn the lessons from our customers when they tell us they have been dissatisfied with the service that they have received from us. We will hold 'lessons learned' sessions following a complaint investigation to ensure that things change, and we handle similar situations better in the future as well as inform any changes to our procedures and policies where necessary.

3. **MONITORING**

3.1 We will:

- Monitor complaints, comments and compliments for each service and report findings monthly to Performance and Assurance Committee for discussion

- Ensure actions agreed as part of the lessons learned process are fully implemented
- Report quarterly to Board on feedback received

- 3.2 The Feedback Manager is responsible for the implementation and review of this policy.
- 3.3 Customers, colleagues and service users may be involved in giving feedback on this policy, leading to amendments where appropriate.
- 3.4 This policy will be reviewed within 2 years of its approval date.

4. EQUALITY AND DIVERSITY

- 4.1 This policy is subject to a periodic Equality Impact Assessment (EIA).
- 4.2 The purpose of such an assessment is to consider the effect of the policy with regard to the recognised protected characteristics of equality and ensure that it does not unfairly impact any individual or group. The protected characteristics are; age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity or other grounds set out in our Equality and Diversity Strategy and Single Equality Scheme. Remedial action will be undertaken if a detrimental effect is identified.
- 4.3 The EIA also requires the policy author to consider whether the policy is likely to negatively impact on a person's Human Rights.
- 4.4 This policy and any other related Alliance Homes publications can be provided in other formats for those with visual, literacy or language difficulties.

5. ASSOCIATED DOCUMENTS

- 5.1 Feedback procedure flow chart and guidance notes

6. VERSION CONTROL AND APPROVAL DATES

Existing policy approved at	
Version no.	Name and date
0.1	SLT – 15th January 2020

Approval stage	Date completed
Equality Impact Assessment completed	03.01.2020
EIA reviewed by Equality & Diversity Manager	27.01.2020
SLT review / approval	15.1.2020
Board or Cttee approval	N/A
Review date	January 2022

7. APPENDICES

Appendix 1 - Equalities Impact Assessment

Appendix 2 – Procedure flow chart and guidance note