

# THE SOLIHULL CARE HOUSING ASSOCIATION LTD

## Complaints Policy and Procedure

### Introduction

Solihull Care Housing Association (SCHA) is committed to providing high standards of service and housing related support to all of its residents.

SCHA recognises the right of residents to complain and views comments and complaints as a valuable form of feedback about its services.

Effective handling of complaints increases residents' confidence and satisfaction and can provide valuable insights into what we do well and where we need to improve.

SCHA aims to:

- encourage feedback – both positive and negative
- resolve complaints to a resident's satisfaction both quickly and sensitively wherever possible
- use comments, complaints and compliments to help improve services and reduce the level of complaints in future

Each of SCHA's schemes has a suggestion box for ideas and suggestions about how the services and support provided by SCHA could be improved.

SCHA's Complaints Policy and Procedure sets out how residents and/or their representatives and outside agencies can complain if they feel unhappy with the standard of service/support provided by the Association or with a neighbour problem or with a problem concerning their property.

It does not set out a procedure for dealing with complaints made by staff (these are dealt with through the Grievance Procedure.)

SCHA will endeavour to deal with complaints impartially, objectively and professionally.

Making a complaint will not result in a resident's occupation of their home being put at risk.

### Procedure

**Stage One:** Complaints can be made to SCHA by e mail, letter, telephone or in person. Any SCHA resident who wishes to make a complaint can speak to staff directly and informally in the hope matters can then be resolved quickly and amicably. SCHA would normally expect to provide either a verbal or written response within five working days.

Certain complaints may take longer to deal with and in such cases the complainant will be kept informed by the member of staff dealing with the matter.

**Stage Two:** If a resident and/or their representative are not satisfied with the outcome after Stage One or wish to make a more formal complaint, they should write to the General Manager of SCHA at the Association's Head Office address giving details of the complaint.

The complaint will be formally recorded and a written acknowledgement of receipt of the complaint will normally be sent to the complainant within two working days outlining the proposed course of action to be taken to deal with the matter.

Once the complaint has been investigated, a formal response will be issued by SCHA normally within 10 working days from receipt of the formal complaint.

Certain complaints may take longer to deal with and in such cases the complainant will be kept informed of progress.

**Stage Three:** If dissatisfied with the response to complaint, an appeal can be submitted by writing to the Chairman of SCHA at the Association's Head Office address in an envelope "Private and Confidential".

The complaint will be formally recorded and a written acknowledgement of receipt of the complaint will normally be sent to the complainant within five working days.

The Chairman will consider the appeal and may decide to convene a panel of SCHA Board members to consider the matter.

The Chairman may decide to invite the complainant to attend a meeting to present their case in person prior to a decision being taken on the appeal.

The decision of the Chairman or the panel of Board members will be notified in writing to the complainant as soon as possible but in any event no later than 20 working days after receipt of the complainant's appeal at the Association's Head Office.

### **Complaints against SCHA**

If a complaint has reached the final stage of SCHA's Complaints Procedure (Stage 3) and the complainant remains dissatisfied with the outcome, they may refer the matter to one of the following:

Housing Ombudsman Service  
PO Box 152  
Liverpool L33 7WQ  
[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

(Contact 0300 111 3000)

Children's and Adults Complaints Team,  
Solihull MBC  
The Council House,  
Manor Square, Solihull,  
B91 3QB.

0121 704 8296

Email : [candacomplaints@solihull.gov.uk](mailto:candacomplaints@solihull.gov.uk)

*It is important to note that external agencies will not normally investigate a complaint until an organisation's own complaints procedure has been fully exhausted.*

### **Recording and Monitoring Complaints**

All complaints, including verbal complaints are recorded and kept on file. Details about the nature of the complaint, who has dealt with the complaint and how the complaint has been responded to are recorded. Formal complaints are reported on to the Board.

This information is retained in confidence and may be used as a basis for improving the services provided to residents.

### **Publicising the Complaints Procedure**

Copies of SCHA's Complaints Procedure are available in communal areas of schemes or in the Association's offices.

Residents are regularly reminded that they can complain/comment about the service they receive at Residents' Meetings and during one to one discussions with members of the Association's staff.