
COMPLAINTS, AND COMPLIMENTS POLICY

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INTRODUCTION

Complaints, compliments and comments are important to Inclusion Group and we treat them all seriously. The information gathered from complaints, compliments and comments is monitored closely and helps us ensure improvements are made to the services we provide.

A complaint is 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.

When you tell us we have done something well by making a compliment or comment, we use the information to see how we can share the good practice.

How do I make a complaint?

If you make a complaint, we will make every effort to reach a satisfactory resolution for you at the first point of contact with Inclusion Group.

However, if you feel that your complaint has not been resolved at this point then please telephone us or speak to your Managing Agent. An inclusion member of staff will take details of your complaint and it will then be passed to the right person to deal with the issues raised. Alternatively, you can complete the attached form and return it to us by e-mail or post.

How do I contact Inclusion Group?

If you want to tell us about a complaint, compliment or a comment, you can contact us by speaking directly to your Managing Agent in person, by phone, e-mail or in writing to our head office. You can also contact us by email at hello@inclusiongroup.co.uk by logging on to <https://www.inclusion-group.org.uk> or by completing and returning the attached form.

Complaints

At Inclusion Group, we aim to provide excellent services to fully meet the needs of our customers, and anyone else who may be affected by the things we do as an organisation. Despite our best efforts, there may be times when you are dissatisfied about the service or information you have received and you may wish to make a complaint.

A complaint should usually be made within 28 days of its cause.

COMPLAINTS

STAGE 1

STAGE 2



How will my complaint be dealt with?

If your complaint cannot be resolved at the first point of contact, we will acknowledge this within 5 working days of receipt and the following procedure will be followed:

A stage one complaint will be dealt with by a Manager (or their representative) who is immediately responsible for the service.

The manager (or their representative) will aim to investigate and respond fully to you within 10 working days of receiving the complaint. Where a complaint is complicated, it may take longer to deal with. Where this happens, we will give you a date when we will aim to respond fully to the issue.

If you are still unhappy with our response to the complaint, you can ask for an independent panel who have not been involved with the previous stages of the complaint to look at the issue.

You will need to do this within 14 days of our original response. The panel will look at the complaint and aim to respond to you within 20 working days. It may take longer to deal with some complaints and where this happens, we will give you a date when we will aim to respond fully to the complaint.



COMPLAINTS

Is there anyone else I can turn to if I am still not happy?

If you still feel that you are unhappy with the decisions made, or you are dissatisfied with the way your complaint is being handled, you can contact the Independent Housing Ombudsman who can investigate your complaint further for you. Before contacting the ombudsman, your complaint must have been considered at all stages of our complaints procedure. The Housing Ombudsman can be contacted on 0300 111 3000 or by logging on to their website.

What will happen if my complaint is upheld?

You will receive an apology and action will be taken to put things right for you and to ensure that any actions needed are carried out.

If the complaint is not upheld, you will be told the reason for this decision being reached.

Can I apply for compensation?

- We recognise that at times when our service falls short, there may be a case for compensating a tenant or leaseholder. Each case will be considered on its own merits but the main reasons for paying compensation are:
- Where you have suffered a serious loss of service in your home or for failure to deliver a particular service, which Inclusion Group should reasonably have provided;
- We will consider claims for compensation relating to a claim for loss or damage to personal property; where Inclusion Group is at fault and should have taken reasonable steps to prevent occurrence;
- We will compensate tenants who have to move from their home to enable major works to be carried out. We will aim to meet tenants' reasonable expenses.
- There are circumstances, which fall beyond Inclusion Group's control or may occur due to tenant's negligence. In such circumstances, no compensation will be available from Inclusion Group.
- Inclusion Group would also recommend that all tenants take out tenants' home contents insurance.

Unreasonable and persistent complaints

Although these cases are rare, there may be occasions where Inclusion Group will not be able to deal with a complaint, such as where the complaint is felt to be unreasonable or complaints are persistently made when investigations have been exhausted.

The decision on whether a complaint fits into this category will be made by an appropriate Manager.



COMPLIMENTS

Compliments are important to us as they show where we are getting things right and recognise the hard work of people working to provide excellent services for you at Inclusion Group.

How do I give a compliment?

You can give a compliment in the same way you can make a complaint.

What happens with a compliment?

Any compliments we receive are shared with the officers or teams that have received the compliment and recognition is given by the managers and Directors responsible for their service.



COMMENTS

Comments provide us with valuable input from our customers. They can give us new ideas to improve services and show where we are getting things right so that we can share good practice with others.

What happens with any comments you receive?

Any comments we receive are logged, and are shared with the manager or director responsible for the service, we will let you know if any changes have been made as a result of your comment.

Service Improvement

An important part of complaints, compliments and comments is monitoring the information we receive. We use this information to identify service improvements and to ensure any improvements are implemented.

Inclusion Group Complaints, Compliments or Comments Form

(Please complete using a ballpoint pen)

Name: (Mr/Mrs/Miss/Other)

If this is a complaint, has this matter been reported previously? Yes No

Full name of person

If yes, please provide the date reported and the name of the person who dealt with the matter, if known

Address of person

Date:

.....
.....
.....

Name of person who has previously dealt with the complaint (if known)

Requested outcome

Postcode

Telephone:

Subject of complaint, compliment or comment

Daytime

Evening

Mobile

Email address

Details of complaint, compliment or comment
(please attach separate sheet of paper if necessary)

This is a (Please tick) Complaint

Compliment

Comment

Equal Opportunities Monitoring

You can choose not to fill in this section but the information you give will ensure our services are delivered fairly and equally to everyone. Any information we receive will be treated as strictly confidential and used only for monitoring purposes.

Equal Opportunities Monitoring Information

Gender:

What is your gender: Male Female

Disability

Do you consider yourself to have a disability?

Yes

No

Origin of complainant

White

British

Irish

Any other White background

(Please state)

.....

.....

Mixed

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed background

(Please state)

.....

.....

Asian or Asian British

Indian

Pakistani

Bangladeshi

Any other Asian background

(Please state)

.....

.....

Black or Black British

Caribbean

African

Any other Black background

(Please state)

.....

.....

Chinese or other ethnic group

Chinese

Any other Asian background

Bangladeshi

(Please state)

.....

.....

Religion: How would you describe your religion?

My religion/faith is

.....

.....

I am not religious

I prefer not to say

COMPLAINTS, COMPLIMENTS AND COMMENTS

If you would like this leaflet in another language or format (such as large print, audio or Braille) or if you require the services of an interpreter, please email or phone us using the details below.

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Email: hello@inclusiongroup.co.uk