

## Complaints Procedure

### **A Complaint is:**

*“an expression of dissatisfaction or concern, made by any communication method by one or more members of the public about the associations action or lack of action or about the standard of service provided which requires a response”*

### **Exclusions:**

*The issue occurred 6+ months ago (may not apply where there are safeguarding or health and safety issues), legal proceedings have begun, the matter has already been through the complaints policy, it is an initial request for service or an appeal against a “properly made” decision, it is seeking change to legislation or policy or to lobby groups/organisations to promote a cause, or the matter has clearly not caused the complainant any injustice*

### STAGE 1

#### COMPLAINT IS RECEIVED:

Complaint is forwarded to Corporate Services and Customer Services Manager who primarily acts as Investigating Officer.

**ACKNOWLEDGEMENT:**  
Complaint is acknowledged formally in writing by the Corporate Services Team within 5 working days of receipt.

#### INVESTIGATION:

Investigating Officer carries out investigation, including making contact with complainant, and responds formally in writing within 20 working days of the acknowledgement date.

### STAGE 2

#### REVIEW REQUEST:

If Complainant requests review by Chief Executive it must be within 15 working days of date of response letter. Request is forwarded to Corporate Services who acknowledges formally in writing within 5 working days of receipt.

#### REVIEW:

Complaint is reviewed by Chief Executive and a response sent within 20 working days.

### APPEAL

#### DESIGNATED PERSON:

If the Complainant remains dissatisfied with the outcome of the review, they may ask for a designated person to try to resolve the complaint.

#### HOUSING OMBUDSMAN:

If, after 8 weeks have elapsed from the date of the CEO review, the Complainant is still dissatisfied, they may refer the matter to the Housing Ombudsman.



