



Comments, Compliments and Complaints Policy

for you – for your community – not for profit

Control box:

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1	10 th November 2020	Andrew Smith	Updated in line with new Ombudsman complaint code		
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Responsible Officer: Head of Customer Insight
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1. Statement of Intent.

- 1.1 Two Rivers Housing (TRH) is committed to providing high quality, efficient and effective services to all of its customers. TRH is keen to obtain feedback, good or bad, from customers about its services, in order that it can review the services it provides and the way in which it provides them.
- 1.2 TRH is committed to learning from service areas that are performing well and to putting things right quickly when they go wrong. TRH intends to ensure that service delivery as a whole is improved as a result.
- 1.3 TRH will operate clear and well publicised procedures for receiving and responding to comments, compliments and complaints. These procedures will set out clear stages for the progression of a complaint and the terms of redress for dissatisfied complainants.

2. Comments, Compliments and Complaints.

- 2.1 Two Rivers Housing defines a complaint 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.

- 2.2 TRH will ensure that all of its employees take responsibility for delivering its services in accordance with this policy and the Customer Care Policy. All of TRH's employees will be responsible for resolving customers' problems as far as possible before they become complaints and dealing with comments, compliments and complaints professionally, positively and effectively in accordance with this policy and the Customer Care Policy.
- 2.2 TRH will ensure that all of its employees receive training to enable them to carry out their duties effectively and efficiently, in line with this policy and the Customer Care Policy.
- 2.3 As a result of this policy, Two Rivers Housing will:
 - enhance its image as a customer focused organisation
 - record all complaints that it receives
 - publish information about its performance on handling comments, compliments and complaints
 - use comments, compliments and complaints positively to identify where it can improve its services
 - address problems for customers when they go wrong and to their satisfaction whenever possible

- keep customers informed of the progress of their complaint and the result of any investigation of a comment or complaint
 - learn from each complaint to try to prevent it from happening again
- 2.4 TRH will keep up to date records of all comments and compliments it receives and it will ensure that customers are thanked for their feedback.
- 2.5 TRH has two stages in its internal complaints procedure which allows a complainant to escalate from the front line member of staff or manager, to an Assistant Director or Director.
- 2.6 TRH recognises that the complaints procedure must not be rigid and that its employees must use their discretion when applying it because a higher level of response may be appropriate in some circumstances.
- 2.7 TRH also recognises the customers right to take their complaint to the Housing Ombudsman Service at any stage they choose, and proactively advises this information.
- 2.8 The TRH complaint process will remain fully compliant with the Housing Ombudsman Service Complaint Code.

3. Implementation.

- 3.1 The Board and the Executive Team are responsible for ensuring that this policy is communicated and implemented.
- 3.2 It is the responsibility of all of TRH's employees to ensure that their work is carried out in line with this policy and the procedures attached to it.
- 3.3 TRH will ensure that it trains all of its employees so that they fully understand this policy and the procedures attached to it.
- 3.4 TRH will ensure that this policy and the procedures attached to it are implemented in accordance with TRH's Equality and Diversity Policy.
- 3.5 TRH will ensure that this policy and the procedures attached to it are implemented in accordance with TRH's Customer Care Policy.

4. Monitoring.

4.1 The Board and the Executive Team are responsible for monitoring this policy to ensure that it is correctly applied.

4.2 TRH will regularly analyse the information that is held on its records to ensure that actions that have been taken are reasonable and consistent and in line with this policy.

5. Review.

5.1 The Board will be responsible for ensuring that reviews of this policy are carried out.

5.2 TRH will undertake a review of this policy whenever there are relevant changes to legislation, case law or good practice that may impact on it.

5.3 In the absence of any other trigger for a review, the policy will be reviewed at three yearly intervals or such other period as the Board may from time to time determine.

5.4 The controlled procedures relating to this policy will also be maintained and periodically reviewed, taking into account any operational issues that arise or changes to legislation, case law or good practice.