

COMPLAINTS GUIDE



Complaints Policy Statement

Homes for Reading Ltd. is committed to providing a good service across all its business activities.

So far as is reasonably practicable, Homes for Reading Ltd. will:

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
- Make sure everyone at Homes for Reading Ltd knows what to do if a complaint is received;
- Make sure all complaints are investigated fairly and in a timely manner;
- Make sure that complaints are, wherever possible, resolved and that relationships are repaired;
- Gather information which helps us to improve what we do;
- Ensure that adequate resources and training are available to maintain standards;
- Ensure that contractors (and sub-contractors) and suppliers are committed to achieving and adhering high standards of customer satisfaction;
- Promote access to the Property Redress Scheme in the event we are not able to resolve your complaint satisfactorily;
- Review the policy objectives twice yearly

Signed:

<u>Person</u>	<u>Role</u>	<u>Signature</u>	<u>Date</u>
Mark Green	Managing Director		13/12/2018
Sarah Hacker	Chair		13/12/2018

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This document will be reviewed at least annually*

INTRODUCTION

At Homes for Reading Ltd we welcome all customer feedback and complaints and see them as:

- A way to learn and improve how we do things;
- An opportunity to put things right and provide a better service;
- A means to strengthen our customer brand and customer loyalty;

To ensure this Policy is effective, Homes for Reading Ltd. will implement the following arrangements:

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
- To sign-post how we will deal with complaints relating to contractors or service providers operating on behalf of Homes for Reading Ltd.
- To make sure everyone at Homes for Reading Ltd knows what to do if a complaint is received;
- To make sure all complaints are investigated fairly and in a timely manner;
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired;
- To gather information which helps us to improve what we do.

How we define a complaint

A Complaint is any expression of dissatisfaction made to Homes for Reading Ltd by a Customer to the effect that we or our associated people, service providers or contractors have failed in some way in the delivery of our services or the manner in which we have dealt with an issue.

This means that when any Customer who comes into contact with Homes for Reading Ltd makes a statement that they feel we have failed in some way, something we have or have not done is unsatisfactory or unacceptable, whether justified or not, and they require a response from us, this will be treated as a complaint.

Dissatisfaction is a matter of perception. It includes where we are perceived to have failed to fulfil our promises, or meet expectations. An issue such as a boiler breaking down may or may not lead to a complaint but in itself is not. However, where we fail to respond to a telephone call promptly about the breakdown or fail to return a call as promised, this is more likely to be considered a complaint.

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Other examples of complaints (included but are not limited to):

- The quality of a service provided has been poor e.g. unresolved property repair issues or the standard of a repair carried out;
- Dissatisfied with Homes for Reading Ltd as it has provided the wrong information or no information;
- Unhelpful staff or third parties for whom Homes for Reading Ltd is responsible for example Managing Agents or Contractors.

What good complaint handling means to us:

- Getting it right – complaints are valued as an opportunity to put things right, ensuring lessons are learnt and ensuring staff are empowered to act decisively to resolve complaints.
- Being customer focused – taking complaints seriously, having clear and simple procedures, ensuring complaint handling arrangements are easily accessible, avoiding unnecessary delays and communicating in a way that is easy to understand.
- Focusing on the outcomes – identify and implement any improvements highlighted as part of the complaint investigation.

Making a complaint

If you have a complaint you have a number of options:





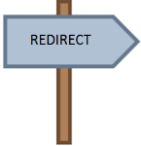


- a. Email: homesforreading@reading.gov.uk
- b. Telephone or email your Property Manager;
- c. Write to the following:

Senior Property Manager
Homes for Reading Ltd
Civic Offices,
Bridge Street,
Reading,
RG1 2LU

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COMPLAINTS GUIDE

Our seven steps to resolution

- 1  Listened to and understood
- 2  Your complaint will be acknowledged within 7 days
- 3  We will look to resolve in a timely and efficient manner
- 4  Where we are unable to, the complaint will be investigated thoroughly by an impartial person
- 5  In certain situations, it may be necessary to redirect your complaint to a service provider or contractor where they are responsible for services or persons to which your complaint relates. Your complaint can then be investigated thoroughly through their complaints procedure.
- 6  Where an impartial investigation has been undertaken a written response will be provided within 28 days. Where this is not possible, an update will be provided. A final response will be made within 8 weeks of receipt of the complaint.
- 7  If you remain dissatisfied you are able to refer the matter to the appropriate Ombudsman once the 8 weeks has elapsed. Details of the Ombudsman are overleaf.

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For Consumer Complaints:

Property Redress Scheme:

Premiere House, 1st Floor
Elstree Way
Borehamwood
Herts
WD6 1JH

T: 0333 321 9418
E: info@theprs.co.uk
W: www.theprs.co.uk

For Commercial Complaints:

RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry
CV4 8JE
T: 020 7334 3806
E: drs@rics.org

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