

# Policy Complaints

## MONITORING FORM

<b>MONITORING FORM</b>	
Department	Corporate Services
Department Director	CEO
This policy is applicable to	All
Author / Owner	Corporate Services Manager
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Date of next review	June 2020
Internal /external consultees (if required.	Housing Manager/Head of Private Rented Services

## **INTRODUCTION (AIM)**

We recognise that there may be times when you are dissatisfied with our service. It is important for you to tell us so we can put it right.

This Policy details the principles for effective complaint handling within our organisation.

## **SCOPE**

For the purposes of this policy it is deemed to include the following organisations: Weslo Housing Management and its subsidiary, Weslo Property Management, tenants, owners who we provide services to, customers, partners and any other relevant stakeholders including staff (permanent, temporary or contracted) who may have cause to complain about any relevant aspect of the services we provide.

## **CONTENT (OBJECTIVES)**

We define a complaint as an expression of dissatisfaction about an action or lack of action or about the standard of service provided by or on behalf of Weslo Housing Management or its subsidiary.

We are committed to providing high-quality customer service. We value complaints and use the information from them to help us improve our services.

Our policy reflects our Ethos of Service Excellence and is focussed on a quicker, simpler and streamlined complaint handling process with early resolution by empowered staff.

We have a two stage complaints process. Our aim will always be to try to resolve complaints quickly.

We have clear standards for how we handle complaints and we:

- Aim to resolve the majority of complaints within 5 working days
- Have a clear escalation process for complaints not resolved within this timescale
- Will acknowledge all complaints and the complainant will be kept up-to-date with progress and given details of who is dealing with the complaint
- Use the complaint as an opportunity to improve our service standards
- We will provide the contact details of the First-tier Tribunal (Housing and Property Chamber) for landlords, tenants and owners, if the complainant remains dissatisfied
- If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.

Information on how to complain is set out in our **How to Make a Complaint Leaflet**.

A copy of which is appended to this document for ease of reference.

## **EQUALITY & DIVERSITY**

This Policy will always be carried out in accordance with Weslo's Equality & Diversity Policy which aims to promote diversity, fairness, social justice and equality of opportunity by adopting and promoting fair policies and procedures.

## **PUBLICISING AND AVAILABILITY**

This policy is available on the Weslo Property Management website, to Board and staff members and any other key stakeholders. Copies are available free of charge. A summary of this policy can be made available in other formats and languages.

## **MONITORING & REPORTING**

This policy will be reviewed regularly to ensure compliance with applicable legislative changes, changes within the organisation and best practice.

## **OTHER RELEVANT POLICIES AND PROCEDURES**

The following documents should be read in conjunction with this policy.

- How to Make a Complaint Leaflet available on our website or on request