

BUSHBURY HILL EMB

COMPLIMENTS & COMPLAINTS POLICY



INTRODUCTION

Bushbury Hill EMB are required by their Management Agreement to have in place a policy detailing how we will respond to complaints and clear procedures we will follow when investigating a complaint.

This document, our Statement of Policy and Procedures, goes further than this and describes how we will respond to complaints which we receive. We have developed this statement because we want to know how you think we are doing. We want to hear from you when things go wrong. Feedback from you, our customers, helps us to improve our service.

This statement includes a description of our Complaints Procedure. This is a formal procedure which sets out how our staff will respond to a complaint.

When our customers express dissatisfaction with any of the services we provide, we welcome and value the opportunity to address their concerns and aim to resolve their complaint with minimal formality. We recognise that effective resolution of complaints will help us to:

- Target resources better and improve service delivery;
- Maintain our credibility and image with customers;
- Improve customer satisfaction and confidence;
- Identify strengths and weaknesses in all areas of service delivery, provide opportunities for us to improve and help prevent problems.

Bushbury Hill also want to know when our customer is particularly happy with a service they have received and any compliments we receive do get reported to Board and help them to improve the services you receive.

This is a single document that shows both policy and procedural statements for clarity.

POLICY & PROCEDURE

Bushbury Hill EMB use the following definition of a complaint:

A complaint is an expression of dissatisfaction about the standard of service received from Bushbury Hill EMB or a member of its staff.

A request for service is not a complaint; complaints are about situations when the tenant making the complaint thinks that things have gone wrong.

Complaints can be reported to Bushbury Hill EMB in person, in writing, email or fax. Bushbury Hill EMB requires complaints to be submitted using a written form to ensure complaints are recorded and reported clearly from a complainant's point of view. Bushbury Hill EMB will provide support and assistance to any customer who requires help in completing a complaint form (including translation service, help to fill in forms due to literacy problems or disability). Complaints will be treated in the strictest confidence.

Where Bushbury EMB receives a complaint about a service provided by the Council, we will forward this to the Council's Complaints Manager within 2 working days.

Please read the whole of this leaflet and if there is anything that you do not fully understand please ask to speak to a member of staff for clarity.

The Localism Act 2012 gives Councillors, Recognised Tenant Panels and MP's (*Designated Persons*) a more active role in helping to resolve complaints locally. You can contact a Designated Person at any stage for advice.

The Designated Person can refer complaints from the Tenant to the Ombudsman once the Bushbury Hill EMB complaints procedure has been exhausted. If you wish to refer the complaint yourself you can do so if the designated person agrees this with you or declines to refer the complaint for you.

You can still refer your own complaint directly to the Housing Ombudsman, without a referral from a designated person but you will need to wait 8 weeks after you have been through Bushbury Hill EMB's complaints procedure.

1. STAGE ONE – Senior Manager

A complaint will initially be logged by the Business Support Officer and will be investigated by a member of the Management team. If the complaint is about a member of the Management Team it will be investigated by the Chief Officer or a delegated member of the Board. The target for completion of this stage is 10 working days.

2. STAGE TWO – Complaint Appeal

If the complainant still feels that their complaint has not been satisfactorily resolved they have the right to appeal to our complaints panel. All stage 2 complaints are considered by the complaints panel. The panel will consist of a minimum of 3

people which will include at least one member of the Tenant Board and either The Chief Officer or a Senior Manager. We aim to arrange the panel within 28 days. If for any reason it is likely to take longer we will keep you updated in writing.

The response to the complaint will set out:

- Whether the complaint is upheld or not
- The reasons for the decision
- Any changes or compensation that will result from the complaint
- The procedure for appeal

3. What if I am not satisfied with the outcome of the Stage Two?

Stage two is the final stage of Bushbury Hill EMB's Complaints procedure. If you are still not satisfied after you have completed the complaints process, you can refer your complaint to:

- A Designated Person - this is an MP, Local Councillor or a Recognised Tenant Panel.

OR

- Wait 8 weeks and refer your complaint directly to the Housing Ombudsman

Housing Ombudsmen Service, 81 Aldwych, London WC2B 4HN

4. Resolution of Complaint

A lack of response from the complainant at any stage will be recorded as 'resolved' once the target deadline date is reached. If the complainant cannot respond within the target deadline date set they should notify Bushbury Hill EMB of this and give their reasons.

For Bushbury Hill EMB the Complaints Policy is designed to ensure that it meets its service obligations and tackles poor performance at the earliest possible stage. Bushbury Hill EMB will always endeavour to provide reasonable explanations and propose reasonable solutions.

5. Compliments

Bushbury Hill EMB values not only the complaints it receives from customers but also any 'compliments' about service delivery. It is good to know when services are being provided well and when changes in service delivery have made a positive impact on tenants. Staff at Bushbury Hill EMB will be made aware of compliments made about service delivery and these will be reported to the Board. No formal process will be set up for compliments.

AT ANY TIME the customer can take their complaint to: Wolverhampton City Council Corporate Complaints Division in writing or by telephoning 01902 556556 and asking for Corporate complaints. The Councils Complaint Division will contact BHEMB & inform them of the complaint and give BHEMB the opportunity to resolve the matter. In this instance a copy of the response would be sent to both our customer and Corporate Complaints