

# **Complaints Procedure**

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## **1. Introduction**

The Tenants and Residents Association (TRA) endeavours to address any concerns or complaints in a fair, transparent, and efficient manner. This procedure outlines the steps to be taken if a member of the TRA, a tenant, or a resident wishes to make a complaint.

## **2. Definitions**

- Complaint: An expression of dissatisfaction with the services, actions, or conduct of the TRA or its members.

## **3. Making a Complaint**

### **a. Informal Complaints:**

- Members or residents are encouraged to address their concerns informally first, whenever possible. This can be done by speaking directly with the individual involved or a designated contact person.

### **b. Formal Complaints:**

- If an informal approach does not resolve the issue, a formal complaint can be made in writing or via email to the Chair, or Vice-Chair.

## 4. Providing Details

The complaint should include the following information:

- Name and contact details of the complainant.
- Details of the complaint, including specific incidents, individuals involved, and any evidence available.
- Any previous attempts to address the issue informally.

## 5. Acknowledgement

- Upon receipt of a formal complaint, the TRA will acknowledge it within 5 working days, confirming that the complaint is being investigated.

## 6. Investigation

- The Chair or Vice-Chair will conduct an impartial and thorough investigation into the complaint.
- They may gather additional information, interview relevant parties, and review any relevant documents.

## 7. Response

- The TRA will provide a written response to the complainant within 15 working days of acknowledging the complaint. The response will outline the findings of the investigation and any actions taken.
- If more time is needed to investigate, the complainant will be informed, and a new expected response date will be provided.

## 8. Escalation

- If the complainant is dissatisfied with the response, they may request that the complaint be escalated to a higher authority within the TRA or to an independent mediator, if applicable.

## 9. Record Keeping

- All complaints and their resolutions will be documented for internal review and improvement purposes, while ensuring compliance with data protection regulations.

## 10. Review and Improvement

- The TRA will periodically review the complaints procedure to identify areas for improvement and ensure that it remains effective and responsive to the needs of members and residents.

Kit Smithson, Chair

Woodvale Estate Tenants and Residents Association

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