



Be You Housing - Complaints and Feedback Policy

1. Our Commitment

Be You Housing is committed to providing a high-quality, person-centred service. We view feedback, including complaints, as a valuable opportunity to learn and improve. We promise to handle any expression of dissatisfaction with fairness, respect, and transparency.

This policy is designed to be accessible, straightforward, and compliant with UK law and the standards of the Housing Ombudsman Service.

2. Scope of the Policy

This policy applies to any complaint from our tenants, their representatives (e.g., advocates, family members), applicants for housing, and other stakeholders who receive a service from us.

3. What is a Complaint?

A complaint is defined 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.” (Housing Ombudsman Complaint Handling Code)

This can include dissatisfaction with:

- The quality of our housing or maintenance.
- The support we have provided or failed to provide.
- The conduct of our staff or contractors.
- Our failure to follow our own policies and procedures.

Exclusions: A first-time request for a service (e.g., a new repair request) or reporting anti-social behaviour is not treated as a complaint. However, if you are dissatisfied with our response to these issues, you may then make a formal complaint.

4. How to Make a Complaint

You can make a complaint in the way that is most convenient for you:

- **In Person:** By speaking with your Housing Officer or arranging a meeting with a director.
- **By Email:** Send an email to admin@beyouhousing.co.uk.
- **Online:** Use the 'contact us' form on our website.
- **By Post:** Write to us at: **34-35 Butchers Row, Shrewsbury SY1 1UL.**

Support to Make a Complaint: We understand that making a complaint can be difficult. You have the right to have a friend, family member, or a professional advocate support you or complain on your behalf. We can provide information on local advocacy services if needed.

5. Our Complaint Handling Procedure

Our process has two formal stages, followed by the right to escalate externally.

Stage 1: Formal Investigation

1. **Acknowledgement:** We will acknowledge your complaint in writing (email or letter) within **5 working days** of receiving it. We will confirm our understanding of the complaint and the outcome you are seeking.
2. **Investigation:** The complaint will be investigated by a **Director**. They will review all relevant information and may need to speak with you to clarify details.
3. **Response:** We will send you a full written response within **10 working days** of our acknowledgement. If the issue is complex and will take longer, we will contact you to explain why and agree on a new deadline. Our response will clearly state our findings, the decision we have made, the reasons for it, and what to do if you are not satisfied.

Stage 2: Senior Review

1. **Escalation:** If you are dissatisfied with the Stage 1 response, you can request an escalation to Stage 2. You must do this within 20 working days of receiving our Stage 1 decision, explaining why you remain dissatisfied.
2. **Review:** Your complaint will be reviewed by a **Director not previously involved** in the investigation, or by our **Non-Executive Director**, to ensure an impartial final review.
3. **Final Response:** We will provide you with our final written response within **20 working days**. This is the end of our internal complaints procedure. The response will re-state the decision, the reasons for it, and will provide full details on how you can escalate your complaint to the Housing Ombudsman.

6. Escalation to the Housing Ombudsman Service

If you remain dissatisfied after completing our internal complaints procedure, you have the right to refer your complaint to the Housing Ombudsman Service. The Ombudsman provides a free, independent service that investigates complaints against housing providers.

- **Website:** www.housing-ombudsman.org.uk
- **Phone:** 0300 111 3000
- **Email:** info@housing-ombudsman.org.uk

7. Unreasonable or Vexatious Complaints

We are committed to dealing with all complaints fairly. However, in a small number of cases, complainants may pursue their issues in a way that is unreasonable. This includes actions that are obsessive, harassing, or that demand a disproportionate use of our time and resources. Where we deem conduct to be unreasonable, we reserve the right to manage or restrict contact from the complainant in line with our Unreasonable Complaints Policy. This decision will only be taken by a Director.

8. Confidentiality and Data Protection

All complaints will be handled with the strictest confidence in line with GDPR and the Data Protection Act 2018. Information will only be shared with those who are directly involved in the investigation. Anonymous complaints will be investigated where possible, but it may limit our ability to fully resolve the issue.

9. Learning from Complaints

We will maintain a record of all complaints to monitor our performance and identify trends. This information will be reviewed regularly by the Directors to drive improvements in our services, policies, and procedures.

Policy Control

- **Policy Owner:** Director
- **Version:** 1.0
- **Date of Approval:** May 2026
- **Next Review Date:** May 2027

