



# COMPLAINTS SUGGESTIONS AND COMPLIMENTS POLICY

REGISTERED COMPANY NAME  
REGISTERED OFFICE ADDRESS

GRANVILLE COMMUNITY HOMES LIMITED (GCH)  
116 DUKE STREET  
LIVERPOOL

COMPANY NUMBER

L1 5JW  
REGULATOR OF SOCIAL HOUSING NUMBER: 5170  
COMMUNITY BENEFIT SOCIETY NUMBER: 9203

### REVISION HISTORY

Version No.	Date	Name	Nature of Change	Review Date
1	09/01/2025	Dorota Estkowska	Original	09/01/2025

## **1. Introduction**

- 1.1** Granville Community Homes Limited (GCH) in line with its Business Continuity Plan welcomes all feedback from tenants and their representatives and recognises that this feedback provides valuable information that we can use to design the services we offer.
- 1.2** A key part of this feedback is tenant complaints, which allow us to learn from experiences where things may have gone wrong and make amendments to our working practices to ensure that they don't happen again. We recognise that any time a tenant expresses dissatisfaction we will offer the choice to make a complaint, and this can include a complaint submitted by a third party or representative which will be handled in line with this policy. We encourage feedback by providing different channels through which tenants can easily make a complaint. Complaints can be a good indication of how GCH is performing as a landlord and through learning and implementing change, we aim to improve future service delivery. GCH will therefore ensure that our colleagues are supported and engaged in the complaints process, including the learning that can be gained. Performance data on complaint handling will be considered by the Board of Directors within Operations Reports and alongside other key performance indicators to provide assurance, assess any risks, identify emerging trends and learning points to improve services to tenants.
- 1.3** GCH will continue to provide the Board of Directors with the annual self-assessment against the Housing Ombudsman's Complaint Handling Code for scrutiny and challenge, which promotes the progressive use of complaints and provides a useful framework to support effective handling and prevention of complaints and publish the same on the GCH website.
- 1.4** GCH will provide tenants with contact information for the Housing Ombudsman on all correspondence with tenants and will publish details on the website for ease of access for tenants and their representatives.
- 1.5** If GCH is unable to comply with the Housing Ombudsman Complaint Handling Code due to exceptional circumstances, GCH will inform the Housing Ombudsman and update the GCH website providing an indicative timescale for returning to compliance with the Code.

## **2. Scope**

**2.1** This policy seeks to meet the requirements of the Social Housing (Regulation) Act 2023 and the revised statute from April 2024 to comply with the Housing Ombudsman Complaint Handling Code. Whilst regulatory requirements are aimed at the provision of services to tenants, the standards that have been adopted in the policy apply to all GCH tenants or non-service users making a complaint. This includes complaints made directly by tenants, their advocates and representatives.

## **3. What is a complaint**

**3.1** GCH recognise that effective complaint handling is a tenant focused process that enables tenant voices to be listened to and understood.

**3.2** We have used the Housing Ombudsman definition of a complaint which is “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”.

**3.3** Whilst initial service requests are not classified as complaints, if we have not resolved a service request to the satisfaction of the tenant, a complaint will be raised if the tenant expresses dissatisfaction, even if we are continuing to deal with the service request. We will record, monitor and review these regularly as another key area of learning.

**3.4** Where we ask for feedback via surveys or any other feedback method, we will ensure that details of how to complain are provided to the tenant or their representative.

## **4. What is not a complaint – Exclusions**

**4.1** There are a number of circumstances in which a matter will not be considered a complaint, and which we consider to be fair and reasonable in accordance with the Housing Ombudsman’s Code. These are:

**4.1.1** A comment, or series of comments, where the tenant is making a suggestion about how we may improve or maintain our service

**4.1.2** A question, or series of questions, where a tenant is requesting information about a service we provide

- 4.1.3** Feedback from tenants provided via surveys and general wider feedback opportunities
  - 4.1.4** A service request, where the tenant is letting us know about a particular issue for the first time; for example, reporting a repair or an incident of anti-social behaviour
  - 4.1.5** The issue giving rise to the complaint occurred over twelve months ago
  - 4.1.6** Legal proceedings have been started such as the Claim, Form and Particulars of Claim having been filed at court.
  - 4.1.7** Matters that have already been considered under the Complaints and Feedback Policy.
- 4.2** When we decide not to accept a complaint, each complaint will be considered on its own merits and we will provide an explanation setting out the reasons why the matter is not suitable for the complaints process. Tenants will be informed that they have the right to challenge this decision by taking their complaint to the Housing Ombudsman.
- 4.3** Discretion may be used to accept complaints made outside of the 12-month time limit where it is deemed there is good reason to do so.

## **5. Procedure**

### **5.1 Raising Complaints**

- 5.1.1** We will always attempt to resolve a complaint at the first point of contact and empower all our colleagues to resolve any concerns there and then and we would encourage tenants to make a complaint to any colleague.
- 5.1.2** If we are unable to resolve at the first point of contact, we will investigate under the formal complaints process.
- 5.1.3** GCH will not unreasonably refuse to escalate a complaint through all stages of the complaints process.
- 5.1.4** A formal complaint can occur when:
  - 5.1.4.1** a tenant is unhappy about a service that they have received from GCH or the attempts that GCH has made to resolve the issue;

- 5.1.4.2** a tenant requests that the service they have received be reviewed by a manager, or the tenant has expressly asked for a complaint to enter the formal complaints process;
- 5.1.4.3** a colleague has triggered the formal complaints process to reach a resolution with a tenant.
- 5.1.5** At this stage we will confirm our understanding of the complaint and the outcomes being sought with the tenant. Where this may include legal obligations for both GCH and the tenant, we will ensure we set out our understanding of the obligations clearly.
- 5.1.6** Complaints can be made by the following means and will be dealt with in the strictest confidence by our Housing Management Team.
  - 5.1.6.1** Telephone
  - 5.1.6.2** Visiting our office – 92a Topping Street Blackpool FY3 1AD
  - 5.1.6.3** Email to [info@granvillecommunityhomes.co.uk](mailto:info@granvillecommunityhomes.co.uk)
  - 5.1.6.4** Submitting an online form via our website
  - 5.1.6.5** Informing a member of the GCH team during a property visit
  - 5.1.6.6** Writing to us at: 92a Topping Street Blackpool FY3 1AD
- 5.1.7** GCH has a standard approach to complaint handling for colleagues that reflects the need to:
  - 5.1.7.1** deal with complaints on their merits, act independently, and have an open mind;
  - 5.1.7.2** ensure clarity of responsibility for relevant aspects of the complaint with the tenant;
  - 5.1.7.3** give the tenant a fair chance to set out their position;
  - 5.1.7.4** take measures to address any actual or perceived conflict of interest;
  - 5.1.7.5** consider all relevant information and evidence carefully;
  - 5.1.7.6** have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;

- 5.1.7.7** taking collective responsibility for any shortfalls identified through complaints rather than blaming others;
- 5.1.7.8** ensure all colleagues are trained in the management of complaints;
- 5.1.7.9** endeavour to remedy a complaint at the earliest opportunity at any stage of the process without the need to escalate.
- 5.1.7.10** We will record all complaints on the Housing Management system RoomMatch. As part of every complaint received GCH will ensure there is a review of lessons learned in relation to each complaint. In addition, regular reports will be run from the system to identify if there are any trends in tenant dissatisfaction and any lessons we can learn.
- 5.1.7.11** GCH will also seek to obtain feedback from the tenant in relation to its' complaint handling as part of the drive to encourage a positive complaint and learning culture. A Complaint Handling survey will be provided to a tenant once a complaint has either been:

- 5.1.7.11.1** resolved; or

- 5.1.7.11.2** referred to the Housing Ombudsman.

## **5.2 Time Limits for Submitting a Complaint**

**5.2.1** Complaints should be submitted within 12 months of the incident or concern arising. The time limit, however, can be waived where it is deemed there is good reason to do so and, if:

- 5.2.1.1** It is still practical and possible to investigate the complaint (the records still exist and the individuals concerned are still available to be questioned; and

- 5.2.1.2** The complainant can demonstrate reasonable cause for delay in making the complaint

## **5.3 Reasonable Adjustments**

**5.3.1** When we receive a complaint, in line with the Equality Act 2010 we will adhere to any reasonable adjustments agreed with tenants in terms of frequency and method of communication i.e. braille, email, text where possible. GCH will record any reasonable adjustments made as well as a record of any disabilities which have been disclosed. We will review

the tenants requirements and any reasonable adjustments made throughout the management of the complaint.

## **5.4 Communication**

**5.4.1** A tenant and if applicable an employee of GCH who is the subject of the complaint, will also be given a fair chance to:

**5.4.1.1** Set out their position;

**5.4.1.2** Comment on any adverse findings before a final decision is made GCH will give tenants the opportunity to have a representative deal with their complaint on their behalf and to be represented or accompanied at any meeting with GCH.

**5.4.2** A full record will be kept of the complaint, any review and the outcomes at each stage, including all correspondence with the tenant and with other parties etc.

**5.4.3** At the completion of each stage of the complaints process we will ensure that tenants are communicated with and advised of the following information:

**5.4.3.1** the complaint stage;

**5.4.3.2** the complaint definition;

**5.4.3.3** the decision on the complaint;

**5.4.3.4** addressing all points raised;

**5.4.3.5** clear reasons for any decisions made – referencing relevant policy, law and good practice;

**5.4.3.6** the details of any remedy offered to put things right;

**5.4.3.7** details of any outstanding actions;

**5.4.3.8** indicative timescale for remedy/resolution;

**5.4.3.9** learning for GCH from the complaint;

**5.4.3.10** details of how to escalate the matter whether to stage 2 or the Ombudsman if the tenant is not satisfied with the outcome of the complaint investigation.

**5.4.4** At both stages, a complaint response will be sent to the tenant when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions will still be tracked and actioned in a timely way with regular updates provided to the tenant.

**5.4.5** The process has 2 stages and will be co-ordinated by the Housing Manager who is the dedicated Complaints Officer, and Senior Officer. If a tenant is unhappy or dissatisfied with a response during the complaints process, they can appeal to the Housing Ombudsman Service and can access the Housing Ombudsman Service at any time during the process.

**5.4.6** In some cases, a tenant may have a legal entitlement to redress.

## **5.5 Anonymous Complaints**

**5.5.1** Anonymous complaints will be investigated in the same way as named complaints. They will be logged and any corrective action necessary will be taken and also logged.

## **5.6 One Complaint, One Response**

**5.6.1** Where more than one organisation is involved in a complaint, they, or their representative, will be able to complain to GCH and will contact the other organisations, carry out a joint investigation and provide a single joint response. Tenants must not have to contact each organisation separately.

**5.6.2** If someone complains and GCH is not responsible for the service complained about, rather than turning the complainant away, GCH will share the concerns with the correct organisation(s). It will be necessary to obtain the individual's permission to do this. If the person prefers that their complaint is not shared with another organisation (or organisations), GCH will signpost them to the right organisation instead and provide the person with their contact details.

## **5.7 Stage 1 – Investigation**

- 5.7.1** GCH will make it easy for tenants to make a complaint in a way that is the most convenient for them. The complaint will be defined, logged and acknowledged within five working days. We'll investigate the complaint and discuss with the tenant what they feel is required to resolve the issue. Where the problem is a recurring issue, GCH will consider any older reports as part of the background to the complaint if this helps to resolve the issue for the tenant.
- 5.7.2** All aspects of the complaint will be considered at an early stage and any vulnerabilities or risk concerns with regard to the tenant will be taken account of to ensure that where GCH can resolve a complaint promptly it will do so.
- 5.7.3** Where tenants raise additional complaints during the investigation process, these will be incorporated into the Stage 1 response if they are relevant, and the Stage 1 response has not been issued. Where the Stage 1 response has been issued, or it is found to unreasonably delay the response, the complaint will be logged as a new complaint.
- 5.7.4** A complaint response will be sent to the tenant when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions will still be tracked and actioned in a timely way with regular updates provided to the tenant. We will provide a full written response within ten working days. If this is not possible, an explanation and a date when the stage one response will be received, and frequency of updates will be agreed with the tenant. This should not exceed a further 10 working days without good reason.
- 5.7.5** Where an agreement for an extension period to Stage 1 cannot be reached GCH will provide the tenant with the Housing Ombudsman's contact details to appeal the plan for responding and/or the proposed timelines for a response.

## **5.8 Stage 2 - Review**

- 5.8.1** GCH will not unreasonably refuse to escalate a complaint to Stage 2 if the Stage 1 complaint is not resolved to the tenant's satisfaction. The review will be acknowledged, defined and logged at stage 2 within 5 days of the escalation request being received. No reasoning or

explanation is required from the tenant as to why they wish to escalate their complaint.

- 5.8.2** Director or CEO will consider the initial findings of the complaint investigation and may choose to take further action. They will ensure there is a clear understanding of the issues outstanding and the outcomes that the tenant is seeking. If any aspects of the complaint are not clear, the tenant will be asked to provide clarity and agree definitions to enable a thorough review of the complaint.
- 5.8.3** The review outcome will be completed within 20 working days of the request. If this is not possible, an explanation and a date when the stage two response will be received will be agreed. This should not exceed a further 20 working days without good reason.
- 5.8.4** Where an agreement for an extension period to Stage 2 cannot be reached GCH will provide the tenant with the Housing Ombudsman's contact details to appeal the plan for responding and/or the proposed timelines for a response.
- 5.8.5** GCH will confirm the following in writing to the tenant at the completion of Stage 2 in clear, plain language:
  - 5.8.5.1** the complaint stage;
  - 5.8.5.2** the complaint definition;
  - 5.8.5.3** the decision on the complaint - addressing all points raised;
  - 5.8.5.4** the clear reasons for any decisions made - referencing relevant policy, law and good practice;
  - 5.8.5.5** the details of any remedy offered to put things right;
  - 5.8.5.6** details of any outstanding actions;
  - 5.8.5.7** indicative timescale for remedy/resolution
  - 5.8.5.8** learning for GCH from the complaint;
  - 5.8.5.9** details of how to escalate the matter to the Housing Ombudsman Service if the tenant remains dissatisfied.

## **5.9 Housing Ombudsman**

**5.9.1** If the tenant remains unhappy or dissatisfied with the response to the complaint, they can appeal to the Housing Ombudsman.

**5.9.2** Making a referral to the Housing Ombudsman is free and further details can be found at:

<https://www.housing-ombudsman.org.uk/residents/make-a-complaint/>

**5.9.3** They can be contacted via following means:

Email - [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Complaint correspondence: Housing Ombudsman Service, **PO Box 152, Liverpool L33 7WQ**

Other correspondence: Housing Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9GE

Online complaints form

<https://www.housing-ombudsman.org.uk/residents/make-a-complaint/>

Telephone: 0300 111 3000

## **5.10 Misuse of the complaints procedure**

**5.10.1** Unreasonable and persistent complainants are defined as “those complainants who, because of the nature or frequency of their contacts with an organisation, hinder the organisation’s consideration of their, or other people’s complaints.”

**5.10.2** In a minority of cases some tenants may decide to pursue their complaints in a way that is unreasonable. They may behave unacceptably or be unreasonably persistent in their contacts with GCH. This behaviour can impede an investigation and have a significant impact on resources. For those tenants who behave in this way, or their actions restrict colleagues from carrying out their work and providing services, having regard for the provisions of the Equality Act 2010, GCH may manage this by restricting their access to employees, however we will always maintain at least one point of contact for them and keep this under regular review.

## **6. Compliments**

**6.1** Compliments are a positive measure of tenant satisfaction with colleagues and services. GCH welcome feedback and compliments from tenants and use this information to help shape the services delivered.

**6.2** Compliments can be logged by the following means:

**6.2.1** Telephone

**6.2.2** Visiting our office – 92a Topping Street Blackpool FY3 1AD

**6.2.3** Email to [info@granvillecommunityhomes.co.uk](mailto:info@granvillecommunityhomes.co.uk)

**6.2.4** Submitting an online form via our website

**6.2.5** Informing a member of the GCH team during a property visit

**6.2.6** Writing to us at: 92a Topping Street Blackpool FY3 1AD

**6.3** All compliments are shared with partners and displayed in a public area to highlight good practice:

**6.3.1** Compliments are anonymised or permission is sought before displaying them;

**6.3.2** The number of compliments received is logged as part of a quality assurance programme;

**6.3.3** Verbal, positive feedback from tenants and relatives is also deemed a compliment and will be recorded and shared with colleagues;

**6.3.4** Compliments form a core agenda item at Board of Directors, Tenant and relative meetings.

## **7. Responsibilities**

**7.1** The Board of Directors and Senior Managers at GCH recognise that complaint handling is an important strategic role, providing vital insight on our performance and reputation, with the a non-executive Director identified as the Complaint Lead.

**7.2** The Housing Manager is the dedicated Complaints Officer, and Senior Manager. They have the lead responsibility for complaints to support a positive

complaint handling culture. They will ensure that any complaint is allocated to an appropriate Manager to ensure no conflict of interest in complaint investigation.

**7.3** The Housing Manager is responsible for ensuring GCH's Board of Directors receives regular information on complaints that provides insight to the Board of Director's complaint handling process and learning.

**7.4** All colleagues will:

**7.4.1** have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;

**7.4.2** take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and

**7.4.3** conduct themselves professionally and treat others well in line with the National Federation Code of Conduct 2022, adopted by GCH and in line with the organisation's values.

## **8. Reporting and Monitoring**

**8.1** GCH will look beyond the circumstances of individual complaints and consider whether anything needs to be put right in terms of its policies, procedures and systems. Using the complaint process in this way enables GCH to learn from the issues that arise for tenants and to take steps to improve the services it provides as a positive consequence. GCH will use feedback and report as follows:

**8.1.1** Complaints will be reported on in GCH's Operational Reports and presented to the Management Team to allow for actions, outcomes and learning to be reviewed.

**8.1.2** Quarterly performance reports will be presented to the Board of Directors on the volume, category, outcome and learning from complaints and compliments.

**8.1.3** The GCH's Annual Report will share trends arising from complaint handling and any learning or changes made as a result of complaints and compliments.

**8.1.4** Board of Directors will review any orders from the Housing Ombudsman and findings of severe maladministration of the Housing Ombudsman, or any referrals by it to regulatory bodies in relation to GCH.

**8.1.5** The implementation of management responses will also be tracked to ensure they are delivered to agreed timescales.

**8.1.6** Board of Directors will review annually the self-assessment to confirm that the Housing Ombudsman Complaint Handling Code is being applied alongside the annual complaints performance and service improvement report to be published with a relevant response from Board.

**8.1.7** The annual self-assessment will be submitted to the Housing Ombudsman in line with the required timescale.

**8.2** Further self-assessments may be required and would be reported to Board:

**8.2.1** following any significant change in procedures or organisational structure

**8.2.2** as the result of Housing Ombudsman investigation

## **9. Related Legislation, Regulation and Codes of Practice**

**9.1** Housing Act 1985 and 1988 as amended

**9.2** Social Housing (Regulation) Act 2023

**9.3** Equality Act 2010 • Data Protection Act 2018

**9.4** Regulator of Social Housing Regulatory Standards

**9.5** Housing Ombudsman Complaints Handling Code

## 10. Related Policies, Procedures and Documents

10.1 Anti-Social Behaviour Policy

10.2 Equality, Diversity and Inclusion Policy

10.3 Data Retention Policy

## 11. Review

11.1 The policy will be reviewed every two years (or sooner if there is a change in regulation, legislation or codes of practice).

## 12. Forms

12.1 The following forms are included as part of this policy:

Title of Form	When would the form be used?
Complaint Investigation Template [GCH-CIT]	To record a complaint and investigation
Complaints Procedure for Tenants [GCH-CPT]	To be displayed in a prominent position at the Service and given to Tenants prior to the start of tenancy
Complaints and Compliments Register [GCH-CCR]	To record compliments or complaints
Complaint Acknowledgement Letter Template [GCH-CALT]	To acknowledge a complaint received
Complaint Final Response Letter Template [GCH-CFRLT]	To respond to a complaint when the investigation is completed

### Complaint Investigation Template [GCH-CIT]

<b>Complaint Ref:</b>		<b>Your Name:</b>	
<b>Name: (Who does the complaint relate to?)</b>		<b>Date of Birth:</b>	
<b>Address</b>			

<b>Date of Complaint</b>		<b>Date Complaint Acknowledged</b>	
<b>Name of Complainant</b>		<b>Date Response Required by:</b>	

**If the complaint is not made by the Tenant, what evidence has been provided of the Tenant's consent to complain on their bGCHlf?**

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**Overview of Complaint (attach the complaint letter or notes of verbal complaint to this form)**

**Investigation Plan (outline the planned activities to investigate the complaint)**

**Findings of Investigation (attach interview notes to this form)**

**Proposed Response**

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<b>Approved by:</b>	
<b>Response Provided by:</b>	
<b>Method (attach any written communication to this form):</b>	
<b>Date:</b>	

## **Complaints Procedure for Tenants [GCH-CPT]**

### **1. Complaints Procedure**

**1.1** Granville Community Homes Limited is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services.

**1.2** If something goes wrong or you are dissatisfied with our services, please tell us.

**1.3** This document describes our complaints procedure and how to make a complaint.

### **2. What is a complaint?**

**2.1** A complaint which is “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”.

### **3. What can I complain about?**

**3.1** You can complain about things like:

- delays in responding to your enquiries and requests;
- failure to provide a service;
- our standard of service;
- dissatisfaction with our policy;
- treatment by or attitude of a member of staff;
- our failure to follow proper procedure.

**3.2** Your complaint may involve more than one of our services or be about someone working on our behalf.

### **4. What can't I complain about?**

**4.1** There are some things we can't deal with through our complaints procedure. These include:

- a routine first-time request for a service, for example reporting a problem that needs to be repaired or initial action on anti-social behaviour;

- requests for compensation;
- our policies and procedures that have a separate right of appeal, for example, if you are dissatisfied with the level of priority you have been given when applying for a house, you may have the right to appeal against the decision;
- issues that are in court or have already been heard by a court or a tribunal;
- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision following a stage 2 investigation. If you are still not satisfied, you can ask the Ombudsman for an independent review of the complaint.

**4.2** If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.

## **5. Who can complain?**

**5.1** Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service.

## **6. How do I complain?**

**6.1** Complaints can be made by the following means and will be dealt with in the strictest confidence by our Housing Management Team.

Telephone

Visiting our office – 92a Topping Street Blackpool FY3 1AD

Email to [info@granvillecommunityhomes.co.uk](mailto:info@granvillecommunityhomes.co.uk)

Submitting an online form via our website

Informing a member of the GCH team during a property visit

Writing to us at: 92a Topping Street Blackpool FY3 1AD

**6.2** It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot.

### **6.3** When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter.

## **7. How long do I have to make a complaint?**

### **7.1** Normally, you must make your complaint within six months of:

- the event you want to complain about, or
- finding out that you have a reason to complain, but no longer than 12 months after the event itself.

**7.2** In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please let us know by contacting us by the same contact means provided under paragraph 6.

## **8. What happens when I have complained?**

**8.1** We will always tell you who is dealing with your complaint. Our complaints procedure has two stages:

### **Stage one – Frontline Resolution**

- A. We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem.
- B. We will give you our decision at stage 1 in ten working days or less, unless there are exceptional circumstances.
- C. If we can't resolve your complaint at this stage, we will explain why. If you are still dissatisfied, you can ask for your complaint to be investigated further through stage 2. You may choose to do this within 15 working days of our initial response. We can help you with making this request.

## **Stage two – Investigation**

- A. Stage 2 deals with complaints that have not been resolved at stage 1.
- B. When using stage 2 we will:
  - acknowledge receipt of your complaint within three working days
  - discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
  - give you a full response to the complaint as soon as possible and within 20 working days.
- C. If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

### **9. What if I'm still dissatisfied?**

- 9.1** After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Housing Ombudsman or the Regulator of Social Housing to look at it.

### **10. The Housing Ombudsman and Regulator of Social Housing cannot normally look at:**

- A. A complaint that has not completed our complaints procedure (so please make sure it has done so before contacting either of the services)
- B. events that happened, or that you became aware of, more than a year ago
- C. a matter that has been or is being considered in court.

## **You can contact the Housing Ombudsman and Regulator of Social Housing;**

### **Housing Ombudsman**

Email - [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Complaint correspondence: Housing Ombudsman Service, **PO Box 152, Liverpool L33 7WQ**

Other correspondence: Housing Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9GE

Online complaints form

<https://www.housing-ombudsman.org.uk/residents/make-a-complaint/>

Telephone: 0300 111 3000

## **Regulator of Social Housing**

Address: Referrals and Regulatory Enquiries Team, Regulator of Social Housing, 1st Floor – lateral, 8 City Walk, Leeds, LS11 9AT

Telephone number: 0300 124 5225 (choose Option 3)

Email: [enquiries@rsh.gov.uk](mailto:enquiries@rsh.gov.uk)

### **11. Getting help to make your complaint**

- 11.1** We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you. You can find out about advocates in your area by contacting the Citizens Advice Bureau.
- 11.2** We are committed to making our service easy to use for all members of the community. In line with our statutory equality duties, we will always ensure that reasonable adjustments are made to help customers access and use our services. If you have trouble putting your complaint in writing please tell us.
- 11.3** We can also give you this leaflet in other languages and formats (such as large print, audio and Braille).



## Complaints and Compliments Register [GCH-CCR]

Date	Name of Complainant / Person giving a compliment	Summary of Complaint / Compliment	Action Taken

## Complaint Acknowledgement Template [GCH-CAT]

[Insert name & address]

[Date]

Our ref: [Insert reference]

Your ref: [Insert reference]

Our contact details: [Insert name, email address and phone of person managing this complaint]

Dear [Insert title and name]

[Insert heading. For example, Complaint about.]

Thank you for bringing to our attention your concerns in [your letter/your email/our conversation] of [date]. I am sorry that you are not happy with the service provided by Granville Community Homes Limited.

As I understand it, you are concerned that [Insert your understanding of the issues of concern, using a bulleted or numbered list if there is more than one point]. Please contact me straight away if I have misunderstood your concerns.

I would be happy to meet you to discuss the issues you have raised and our investigation procedures, if that would be helpful. [Suggest a date and/or ask them to contact you to arrange].

I am looking into the points you have made as a matter of urgency and shall be in touch with you with a full response by [insert anticipated response time – not longer than 28 working days].

Please do contact me again in the meantime if I can be of further assistance. My email and phone number are provided above.

Yours sincerely,

[Insert name and job title]

## Complaint Final Response Letter Template [GCH-CFRLT]

[Insert name & address]

[Date]

Our ref: [Insert reference]

Your ref: [Insert reference]

Our contact details: [Insert name, email address and phone of person managing this complaint]

My investigation into the concerns you raised on [Insert date] is now complete.

Dear [Insert title and name]

[Insert heading. For example, Complaint about.]

I will address each of the points as outlined in my earlier acknowledgement letter to you.

[Repeat each individual point of complaint and follow each one with what you found in the investigation. Put this as a numbered list if there is more than one issue.]

Point one, I have found that...

Point two, I have found that...

### Outcome

As a result of your complaint, we have taken the following action (if not already mentioned above). [action one] [action two] [action three]

I would like to thank you for bringing these matters to our attention. We welcome comments from people who use our services and aim to use these to improve our services.

If you are not fully satisfied with the way we have handled your complaint, you have the right to take your complaint to the **Housing Ombudsman Service** whom you can contact at:

Tel: 0300 111 3000

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Housing Ombudsman Service, **PO Box 152, Liverpool L33 7WQ**

Other correspondence: Housing Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9GE

Yours sincerely,

[Insert name and job title]