



Complaints Policy

Perran Housing LLP

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PART OF THE
TREVETH GROUP
A CORNWALL COUNCIL
OWNED PARTNERSHIP

Company Registration No: OC434272

Perran Housing LLP: Complaints Policy

1 | Introduction

- 1.1. Perran Housing LLP (“**Perran**”) is committed to providing a consistently high quality of service for its residents and customers and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our residents and customers and in particular, by responding positively to complaints, and by putting mistakes right when things have gone wrong.
- 1.2. The objective of the policy is for Perran to put mistakes right as quickly and effectively as possible.
- 1.3. To achieve this objective, this policy:
 - provides Perran residents with clear guidance on how to submit a complaint, and how their complaint will be processed; and
 - sets out Perran’s approach to responding to complaints in a manner which is compliant with all relevant legislation and regulations, and which ensures that a timely and satisfactory outcome is achieved.

2 | Legal and Regulatory Requirements

- 2.1. The Regulator of Social Housing Tenant Involvement and Empowerment Standard requires registered providers have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly.
- 2.2. This policy has been developed in line with the 2020 Housing Ombudsman Service’s Complaint Handling Code.
- 2.3. This policy also meets any legal obligation outlined in the following legislation:
 - Housing Act 1996
 - Localism Act 2011

3 | Definitions

- 3.1. Complainant: any resident or customer who makes a ‘complaint’ about Perran.
- 3.2. Complaint: we use the Housing Ombudsman definition and define a complaint 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 ,customer or group of residents or customers. Our complaints procedure includes two kinds of complaints:
- 3.3. Informal (Priority Response) complaint: Negative feedback where Perran’s response is much quicker than in the case of a formal complaint. These complaints do not

normally require an investigation or sending of formal letters but will involve ensuring the problem is resolved as quickly as possible. Informal (Quick Resolution) complaints are dealt with through a response within 2 working days of the complaint being lodged. If a longer time period is required Perran will inform the complainant of this.

- 3.4. Formal complaints: complaints which require some degree of investigation and / or follow-up, and cannot therefore be resolved quickly.
- 3.5. Complaints Officer: The person responsible for complaints at Perran.
- 3.6. Housing Ombudsman Service: a service provided to all residents of registered providers of social housing which can assist residents throughout the life of a complaint and also be used if complaints should be escalated. Perran is a member of the Housing Ombudsman Scheme.

4 | **Complaints Officer**

- 4.1. Perran will have a dedicated "Complaints Officer", whose role may or may not be dedicated to complaints handling. The Complaints Officer will:
 - Act sensitively and fairly;
 - Be trained to receive complaints and deal with distressed and upset complainants;
 - Have access to staff at all levels to facilitate quick resolution of complaints; and
 - Have the authority and autonomy to act to resolve disputes quickly and fairly.

5 | **Scope**

- 5.1. Examples of complaints are:
 - Where we have failed to provide a service, or there has been a delay in providing one.
 - Where we have failed to follow our policies and procedures or have been unfair or inconsistent in applying them.
 - Where we have failed to keep a complainant informed through lack of, or insufficient, information.
 - Where there has been inappropriate behaviour or attitude from our staff.
 - If a complainant is in any way unhappy about the way we've delivered a service.
- 5.2. We will not normally consider a matter a complaint if:
 - The issue giving rise to the complaint occurred over six months before the complaint was raised or the issue giving rise to the complaint occurred over twelve months after the complainant found out they have a reason to complain. Where the problem is a recurring issue, Perran may consider any older reports as part of the background to the complaint if this will help to resolve the issue for the complainant;

- Where legal proceedings have been started, we will take steps to keep the complainant informed (e.g. by letter) but will not consider a new complaint until legal proceedings have been resolved; or
 - Where matters have already been dealt with as part of the policy.
- 5.3. In exceptional circumstances, Perran may be able to accept a complaint after the time limit has passed. If a complainant feels that the time limit should not apply, they will need to tell us why so that a decision can be made.
- 5.4. A complaint can be made by anyone who is entitled to receive a service from Perran or is affected by that service provision. This can also include Perran customers as well as our residents where applicable. With written consent, a family member, friend or advocate may act on behalf of a complainant.
- 5.5. Complaints can be made by phone, by email or by letter. In accordance with the Equality Act 2010, Perran will make reasonable adjustments to ensure complainants may make a complaint.

6 | **Priority Response Process**

- 6.1. In order to try and resolve complaints as quickly as possible, we may initially deal with the problem or service failure under our 'Priority Response' process. An informal (Priority Response) complaint is dealt with much quicker than a formal complaint as we will not normally carry out an investigation or send formal letters but will look to get the problem resolved as quickly as possible. Complainants are still eligible to then proceed to a formal complaint if they wish.
- 6.2. We aim to resolve the failure in service and get it 'back on track' within 5 working days. If the complaint is determined to be an informal (Priority Response) complaint and no further clarification is required to understand the nature of the complaint, Perran will log the complaint and provide a response confirming its understanding of the complaint and the resolution within 5 working days.

7 | **Formal Complaints Process**

- 7.1. We operate a two-stage complaint process:
- 7.2. **Stage one complaint** – If a complainant is unhappy with a service we have provided or if we have been unable to resolve an issue to their satisfaction under our informal (Priority Response) complaint process, a complaint can be logged under stage one of our formal complaints process.
- 7.3. If further clarification is required to understand the nature of the complaint and what outcomes are being sought by the complainant and then afterwards the complaint is determined to be an informal (Quick Resolution) complaint, Perran will issue a response within five working days of receiving such clarification.

- 7.4. If the complaint is determined to be a formal complaint, Perran will log the complaint as such and may contact the complainant to understand the nature of the complaint and / or to clarify outcomes being sought by the complainant. It will confirm receipt of the Formal Complaint within 5 working days of receiving the complaint.
- 7.5. If the complaint requires further investigation to resolve, Perran will provide a written response within 10 working days of receiving the complaint and in this time either:
- provide a response confirming its understanding of the complaint and the resolution; or
 - provide a response confirming its understanding of the complaint and explaining why the complaint cannot be resolved and providing an estimated time frame by which the Stage One decision will be made. This should not exceed a further 10 working days without good reason. This may be because the complaint needs to be addressed by a third party (e.g. developer, managing agent or contractor)
- 7.6. **Stage two complaint review** – If a complainant is dissatisfied with the outcome of the stage one investigation, the Formal Complaint will be reviewed by the Project Committee. The facts and responses at the previous stages will be carefully reviewed and we will provide a written response within 10 working days of the escalation detailing how the organisation intends to resolve the Formal Complaint. If longer is required, the complainant will be informed as soon as possible of an estimated time frame by which a decision will be made. We aim to resolve any Stage Two escalations within 20 working days of receiving the request to escalate. This should not exceed a further 10 working days without good reason. This is the final stage of the Perran's complaints process.

8 | **Beyond the Three Stage Process**

- 8.1. If a complainant is still not happy and would like to escalate their complaint after completing the Perran's internal process, they can contact the following:
- 8.2. **Housing Ombudsman Service** – If a complaint has not been resolved to the complainant's satisfaction eight weeks after the completion of the Perran two-stage process, the complainant can contract the Housing Ombudsman Service directly, or can be referred to the service by a Designated Person. Perran will cooperate with The Housing Ombudsman's requests for information (including providing evidence within 15 working days of it being requested if possible). The Housing Ombudsman Service can be accessed here: <http://www.housingombudsman.org.uk/home/>

9 | **Complaints relating to Perran's contractors**

- 9.1. Perran require any contractor that provides services on our behalf to comply with this policy by:
- Recording and responding to complainants feedback within the stated timescales.
 - Providing us with any information relating to a complaint when requested.

- Assisting Perran with complaints investigations as appropriate.
- 9.2. A complaint is seen as an opportunity to learn about what or how we need to improve our service at Perran. We will record and monitor every complaint, including details such as the subject of the complaint, resolution time and any learning points.
- 9.3. Perran will regularly review this register of complaints received in order to identify recurring subjects and continuously improve how the organisation handles complaints. Where possible, Perran will share with residents and customers how learnings are being applied.
- 9.4. In addition, Perran will proactively monitor the effects of its complaint's procedure. Areas to be monitored will include:
- Total number of Informal (Quick Resolution) and Formal complaints;
 - Nature of complaints (e.g. ASB, repairs issues, contractor issues);
 - Percentage of complaints resolved at the first stage of the internal process;
 - Percentage of complaints resolved at the second stage of the internal process; and
 - Percentage of complaints escalated beyond the internal process.
- 9.5. In order to do this we will:
- Record and monitor every complaint including details such as what the complaint was about, how it was resolved, how quickly it was resolved and what we learnt.
 - Carry out regular complaint reviews in order to continuously look at how we can improve our handling of complaints and the services we provide.
 - Survey complainants on their satisfaction with the way the complaint was handled.
- 9.6. We will publicise this policy to our staff, managing agents and tenants through our website.

10 | **Policy Management**

- 10.1. The Project Committee has overall responsibility for this putting this policy into practice.
- 10.2. This policy will be reviewed at least every two years, unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and to take account of good practice developments.
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