

## COMPLAINTS PROCEDURE

Solo Housing aims to provide a high standard of service and welcomes any comments about how our service may be improved. Whilst we hope you will be satisfied with our services; we recognise that occasionally you may wish to make a complaint.

This procedure is to be used in conjunction with the Complaints, Compliments and Comments Policy and is intended to provide a clear, simple and accessible approach and to ensure that complaints are resolved promptly, politely and fairly.

### **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, group of residents or a person using or involved with the services of Solo Housing.***

It is recognised that comments and feedback regarding service requests or service delivery can be resolved and rectified promptly and directly with the member of Solo Housing staff delivering the service. For example, a resident is unhappy about a repair not being completed, they raise the matter with their support worker, the support worker investigates the matter and agrees an expected response time for the completion of the repair. The resident is satisfied with the response, therefore not wanting to make a complaint.

Any correspondence received that falls into the definition of a complaint and not similar to the example above, should be logged as a complaint and referred to the Solo Housing Management Team, who are responsible for handling complaints.

Note – All stages of the complaint must be recorded in the **Complaints Audit Record**.

### **What if it is not considered a complaint?**

Any correspondence sent as a complaint where the Management Team decide not to accept as a complaint must be sent a detailed explanation of the reasons why it is not being considered as such. This decision is considered a final response and can be challenged by taking it to the Housing Ombudsman. The Housing Ombudsman has the right to overturn this decision.

### **How can I make a complaint?**

A complaint can be made by you or your representative and can be communicated verbally or in writing to Solo Housing by any of the contact details or members of staff.

### **What will happen next?**

When a complaint is received, it will be immediately recorded on the Complaints Audit Record by the member of staff who has received the complaint and sent to the Solo Housing Management Team.

The responsible member of the Solo Housing Management Team will acknowledge the complaint in writing (or in accordance with the Reasonable Adjustment Policy) within 5 working days.

**This is stage 1.**

The responsible member of the Solo Housing Management Team will investigate the complaint and respond in writing (or in accordance with the Reasonable Adjustment Policy) within 10 working days of receiving the complaint (unless otherwise agreed). You will have an opportunity to provide any information that you feel is relevant.

If you are satisfied with the outcome of the complaint, the complaint will be closed, and the outcome is recorded as “resolved” on the Complaints Audit Record. Any learning from the complaint will also be recorded and necessary adjustments made where relevant.

If you are not satisfied with the outcome of the complaint, you can request verbally or in writing that the complaint is escalated to the Senior Management Team of Solo Housing. **This is stage 2.**

**What will happen then?**

The responsible member of the Management Team will acknowledge the request in writing (or in accordance with the Reasonable Adjustment Policy) within 5 working days to escalate the complaint to Stage 2 and notify the Senior Management Team. You will have an opportunity to provide any information you feel is relevant.

The Senior Management Team will review the complaint and respond in writing with a final response (or in accordance with the Reasonable Adjustment Policy) to you within 20 working days from the request to escalate has been received (unless otherwise agreed).

The Senior Management Team will record the outcome of the complaint on the Complaint Audit Record. Any learning from the complaint will also be recorded and necessary adjustments made where relevant.

**What if I am not satisfied with the outcome of the review?**

If you are a resident or a resident panel of Solo Housing, you can refer your complaint to the Housing Ombudsman. You can do this via a designated person (councillor, MP or resident panel) up to 8 weeks after you receive your complaint outcome decision, or directly yourself after 8 weeks.

**How do I contact the Ombudsman?**

You can contact the Housing Ombudsman in the following ways.

- Call on 0300 111 3000
- Email at [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)
- or complete their online form <https://www.housing-ombudsman.org.uk/residents/make-a-complaint/>
- or in writing to

Housing Ombudsman Service  
PO Box 152  
Liverpool  
L33 7WQ