

TOWER HAMLETS COMMUNITY HOUSING

COMPLAINTS, COMPLIMENTS AND COMMENTS Policy

1. Statement of intent

- 1.1 THCH is committed to providing high quality, efficient and effective services to all its residents and applicants for our services. However, THCH recognises that from time to time people may have cause to express dissatisfaction with its services.
- 1.2 THCH values all feedback and will respond to all complaints, compliments, and general comments made about THCH, our policies and our performance. In particular THCH will operate a clear and well-publicised procedure for receiving and dealing with complaints.
- 1.3 THCH is keen to obtain feedback from residents and applicants for our services, and to hear their views, in order that it can review the services it provides and the way in which it provides them. THCH Service Delivery Committee will therefore receive a quarterly report including a detailed analysis of each complaint, comment or compliment received.
- 1.4 THCH will deal with all complaints sensitively, sympathetically and with due regard to confidentiality. THCH will also deal with all complainants fairly and consistently.

2. **Guidance**

2.1 **Comments**

- 2.1.1 Anyone wishing to comment upon a specific THCH policy will be invited to contact the designated complaints officer who will record such comments and bring them to the notice of the relevant THCH Committee from time to time..
- 2.1.2 Comments about the service generally or suggestions for improvement will be responded to within the THCH timescale for responding to correspondence and will be reported in summary to the relevant THCH Committee from time to time

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2.2. Compliments

2.2.1 Compliments made about individual members of staff will be recorded on their personnel files and reported in our staff newsletter.

2.3. Complaints

2.3.1 THCH will operate a complaints procedure which:

- is well publicised and
- provides clear stages for the progression of a complaint.
- makes it as easy as possible for residents to complain

2.3.2 THCH will ensure that all staff likely to be involved in handling complaints have had the necessary training and are familiar with the procedure.

2.3.3 THCH reserves the right not to investigate a complaint where the subject of the complaint occurred more than 12 months ago or where, in the view of the Chief Executive, the complaint is unclear, mischievous or frivolous. In these cases the complainant will be so notified within 15 working days.

2.3.4 All THCH staff have been trained on how to resolve residents concerns politely, helpfully and effectively and are expected to seek to resolve customer enquiries to reduce scope for complaints.

2.3.5 Complaints are expressions of dissatisfaction and will usually follow a request for a service when the complainant is dissatisfied with how, or whether, the service was provided.

2.3.6 THCH has separate performance standards governing the timescales for response to resident's letters and enquiries. This is not part of the formal complaints procedure. Potential complainants will normally be expected to advise a member of staff delivering the service of a particular problem, usually at their local housing office, and allow them to resolve the matter first hand.

2.3.7 Claims for compensation are dealt with under a separate policy but officers responding to complaints or where there is a potential for complaint should offer appropriate redress where

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THCH is at fault rather than allow a concern to escalate up through the formal complaints procedure.

2.3.8 Anonymous complaints will not normally be dealt with under this policy.

2.3.9 The THCH Complaints leaflet sets out full details of the formal complaints procedure and how residents can make a complaint. The leaflet will be publicised and available for use by anyone wishing to complain about any aspect of THCH's service and will be available in translation. In addition THCH will include an annual standard item in Update publicising our policy and procedure.

2.3.10 Complaints will be accepted in a number of ways, including:

- by telephone
- by personal caller
- by letter
- via a THCH Board Member, or Council Member
- by petition
- by email or online
- by completing a THCH form
- by fax

2.3.11 Petitions will be accepted with the top signatory acknowledged as the complainant and a copy of the response sent to all petitioners where reasonably practicable.

2.3.12 Timescales stated are all from the date of receipt by THCH.

3 Monitoring Complaints

3.1 All complaints received will be monitored. THCH Service Delivery Committee and Board will review regularly the number and the nature of complaints received, and consider appropriate action to tackle problems persistently raised.

3.2 THCH will provide a designated complaints officer who will be responsible for monitoring and reporting complaints.