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## Comments, Compliments and Complaints Policy & Procedures 2009

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### **LEAD OFFICER**

*Zuzka Laughton*  
*Customer Services Manager*

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#### **1.0 Policy**

LYHA are committed to the provision of a quality housing service, but accept that on occasions, customers may feel we have fallen short of our high standards. Customers may wish to provide feedback on the service they have received. We welcome comments, compliments and complaints, as they provide valuable information, and enable us to make improvements to our services.

#### **2.0 Inclusion**

The Association is committed to equal opportunities and will ensure that all customers are treated fairly and equally giving regard to their diversity.

#### **3.0 Confidentiality**

All information provided in connection with a complaint will be treated as confidential in line with the Association's Confidentiality Policy, the legal requirements of the Data Protection Act 1998 and any other subsequent statutory requirements.

#### **4.0 Procedure**

We have a complaints procedure, which you should use if we have:

- Failed to do something we should have done; or
- Done something wrong or to a poor standard (for example, if we have not followed our service standards).

We would ask you not to use our complaints procedure if you:

- Want to talk to us about another tenant; or
- Are reporting a repair for the first time.

We will take complaints seriously and deal with them as quickly and as fully as possible. If you do make a complaint, this will not affect the way we treat you in the future.

We will not process your complaint if you do not give us your name as complaints received in this way are difficult to investigate and impossible to resolve.

## **5.0 How to Comment on a Service**

If you would like to comment on a service you have received from LYHA, you can contact us by any of the methods shown below.

In writing to: Leeds & Yorkshire Housing Association  
2 Shire Oak Road  
Headingley  
Leeds  
LS6 2TN

By phone on: 0113 278 3335

By fax on: 0113 278 6271

By e-mail to: [info@lyha.co.uk](mailto:info@lyha.co.uk)

By visiting the office: (same address as above)

Through our website at: [www.lyha.co.uk](http://www.lyha.co.uk)

You can also give feedback by attending one of our Resident Meetings. Details of these meetings are published in our newsletter 'Open Door', on our website, or you may contact our Neighbourhood Co-ordinator for further information.

## **6.0 How to Make a Compliment**

If you have been impressed by our service, we would also like to hear from you. You can pass on compliments in all of the same ways that are listed in the "How to provide feedback" section.

## **7.0 Expression of dissatisfaction**

If you are dissatisfied with our service, you can express your dissatisfaction, we will listen to what you say, and try to resolve matters as quickly as possible. We might, at this stage, write to you to confirm what we have done. We like to sort things out informally if we can, but if this fails you should follow the formal stages of our complaints procedure.

## **8.0 How to Make a Complaint**

You can contact us to make a complaint by any of the methods shown above. If you find it difficult to make your complaint for any reason, we will help you, for example, by providing an interpreter.

## **9.0 Formal complaints**

If you make a formal complaint, we will:

- Acknowledge receipt of your complaint within 2 working days
- Give you the name of the person dealing with your complaint
- Respond in writing within 10 working days and where this is not possible keep you informed of how we are dealing with your complaint

- Respect your confidentiality, and will never discuss your complaint with a third party without your permission

**Stage 1** – If we have not been able to resolve your complaint at the expression of dissatisfaction stage, we would ask you to detail your complaint in writing. This way, there is a formal written record of the complaint, which will avoid any confusion if your complaint goes through the formal stages. If you have difficulty putting your complaint in writing, ask a friend for help, contact Citizens Advice, or contact us.

Your complaint will be dealt with by a Manager, who will provide a written response within 10 working days. If we have to carry out further investigations, we will tell you, and keep you advised of how our investigations are progressing.

If you are not satisfied with the response from the Manager, you can move to Stage 2.

**Stage 2** - Your complaint will be referred to the Senior Management Team who will provide a written response within 10 working days. You must detail in writing why you are not satisfied with the way your complaint was handled at Stage 1.

You should send your complaint to:

The Chief Executive  
Leeds & Yorkshire Housing Association  
2 Shire Oak Road  
Leeds  
LS6 2TN

If you are not satisfied with the response from the Senior Management Team, you can move to Stage 3.

**Stage 3** - Your complaint will be referred to the Board of LYHA. The Board is made up of voluntary members from the local community; they are not employed by LYHA. You must detail in writing why you are not satisfied with the way your complaint has been handled at Stages 1 and 2.

You should send your complaint to:

The Chairman of the Board  
Leeds & Yorkshire Housing Association  
2 Shire Oak Road  
Leeds  
LS6 2TN

Your complaint will be acknowledged within 5 working days. We will also tell you the date of the next Board meeting, which is when your complaint will be considered.

You will be advised of the Board's decision within 5 working days of the meeting.

If you are not satisfied with the decision of the Board, you can move to stage 4.

**Stage 4** - This is the final stage of our complaints procedure, and involves getting in touch with the Housing Ombudsman. The Ombudsman is completely independent of LYHA.

You can write to the Housing Ombudsman at:

Housing Ombudsman Service  
81 Aldwych  
London  
WC2B 4HN

Other methods of contacting the Ombudsman are:

Telephone: 0207 421 3800  
Fax: 0207 831 1942  
Lo-call: 0845 712 5973  
Minicom: 0207 404 7092  
Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)  
Website: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

### **10.0 Monitoring our Performance**

We record every complaint, and monitor how well we have dealt with it. Occasionally, we may contact you by telephone; this is to let us know about how you feel we have dealt with your complaint, and how we could improve the way we provide our services. We also record compliments. The results of our performance are reported back to our customers in our newsletter 'Open Door', and through news features on our website.

### **11.0 Reference/Related Documents**

Information Leaflet 8 – Complaints and compliments  
Customer Care Policy  
Tenant Services Authority "Putting Things Right"

#### **Relevant Audit Commission Key Lines of Enquiry (KLOE):**

KLOE 30 – Access and Customer Care  
KLOE 31 – Diversity  
KLOE 5 – Resident Involvement

### **12.0 Consultation**

Housemark	Benchmarking and forum consulted October 2009
Service Review Group	Service Review Group consulted on 19 <sup>th</sup> November 2009
Staff Consultation	Staff consultation October 2009

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