

## Complaints Policy Summary

### It is our policy to:

- Follow a process for handling expressions of dissatisfaction and formal complaints
- Effectively respond to customer complaints, ensuring customer feedback is acknowledged and acted upon at the first point of contact
- Where possible, successfully resolve customer complaints at the first point of contact, without the need to escalate
- Empower staff and contractors to take ownership and resolve issues raised by customers
- Respond to expressions of dissatisfaction and formal complaints within our published service commitments for resolving complaints
- Improve communication and partnership working with our contractors around complaints handling and resolution
- Record and learn from all customer feedback (expressions of dissatisfaction and formal complaints)

### What is a complaint?

A complaint is where a customer (or their representative) is dissatisfied with any aspect of the service delivered by LYHA or one of our contractors.

### What is not a complaint?

We will not treat an initial request for a service (e.g. a repair to a home, a first report about anti-social behaviour, or a first request for information/explanation of our policies/procedures) as an expression of dissatisfaction or a formal complaint.

Likewise, a report about something that we don't control or is not our responsibility (e.g. a repair to local authority adopted street lighting) will not be dealt with under this policy. However, where we can, we will support customers to raise it with the appropriate organisation.

### How to give feedback (express dissatisfaction, comment, compliment or complain)

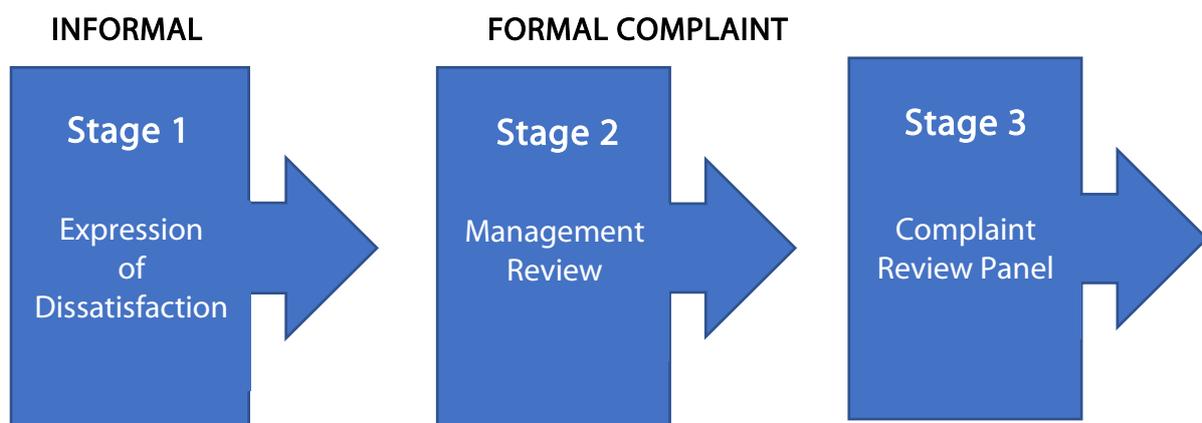
Customers or their representative/advocate can feedback to us by:

- Email: [info@lyha.co.uk](mailto:info@lyha.co.uk)
- Tel: 0113 248 3335
- Social media: Facebook @LeedsYorkshireHA / Twitter @LYHAtweets
- Our website [www.lyha.co.uk](http://www.lyha.co.uk) – resolve an issue section
- In person with a member of staff
- By letter to 2 Shire Oak Road, Leeds, LS6 2TN

## Our process for resolving complaints

By telling us what has gone wrong, we can help put things right.

We aim for a first-time fix approach. We encourage customers to initially contact the member of staff who is dealing with the delivery of the service. Staff are expected to take ownership for resolving an expression of dissatisfaction quickly, normally within 5 working days of receiving a Stage 1 expression of dissatisfaction. Some issues may, however, take longer for us to investigate and respond to. We will keep a record of the issues raised and any attempts made to resolve matters.



If we cannot resolve the complaint at Stage 1 or Stage 2, the customer can request their complaint is escalated if it is established:

- that we have not dealt with the complaint appropriately
- if the customer provides new evidence and or can supply valid reasons that have not been previously considered and
- the request is received from the customer normally within **20 working days** of receiving our response

### External resolution options

If a complaint remains unresolved after exhausting LYHA's internal process, customers may consider the following external options to resolve the complaint:

- Referral to a Designated Person (such as a local elected representative) for a review and resolution
- Referral to the Housing Ombudsman Service (normally after waiting 8 weeks from exhausting the internal stages)

### Unacceptable Behaviour

We believe that all customers have a right to be heard, understood and respected. We also believe that staff have these same rights. We expect our customers to be polite and well-mannered when contacting us. If customers are unnecessarily aggressive or abusive,

we reserve the right to refuse to deal with the complaint and will consider further action, where required, in order to protect our staff from unacceptable behaviour.

### **Unreasonable complaints**

A very small number of complaints may be unreasonable because of the way or frequency that complaints are raised with staff, or how complainants respond when they receive feedback about the complaint. These may include customers who make frequent complaints which are not valid; who persistently make the same complaint; who request a complaint to be escalated when we have fully responded to all points; or are seeking an unreasonable or unrealistic outcome. In these circumstances we reserve the right to refuse to deal with the complaint.

If you have any questions in relation to this policy, please contact a member of our Customer Services team who will be happy to help.