



## **Making a Complaint Leaflet**

We aim to provide a high standard of service and welcome any feedback about how our service may be improved.

Whilst we hope that you will be satisfied with us, we do recognise that occasionally you may wish to make a complaint.

This leaflet should be read in conjunction with our Complaints, Compliments and Comments Policy and is intended to provide a clear, simple and accessible approach so that complaints can be 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 employees, 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 widely recognised that feedback regarding service requests or service delivery can often be resolved and rectified promptly and directly with the employee delivering the service. For example; a resident is unhappy about a repair not being completed, they raise the matter with their Support Worker who investigates the matter and agrees an expected response time for 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 members of our Leadership Team namely Senior Support Workers and the Housing Services Manager, who are responsible for handling complaints.

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

Any correspondence sent as a complaint and where the Leadership Team decide not to accept it as that, must sent a detailed explanation of the reasons why.

This decision is considered a final response and can only be challenged by taking the matter to the Housing Ombudsman Service who have the right to overturn the 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 us.



### **What will happen next:**

When a complaint is received, it will be immediately recorded by the employee receiving it and sent to the Leadership Team.

A member of the Leadership Team will acknowledge its receipt in writing (or in accordance with the Reasonable Adjustment Policy) within 5 working days.

### **Stage 1**

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

If you are satisfied with the outcome, the matter will be closed and the outcome recorded as 'Resolved'.

Any learning from the complaint will also be recorded and necessary adjustments made where relevant.

### **Stage 2**

If you are not satisfied with the outcome, you can request verbally or in writing that the matter be escalated to the Senior Leadership Team.

### **What will happen then?**

The Leadership Team will acknowledge the request in writing (or in accordance with the Reasonable Adjustment Policy) within 5 working days. You will again have the opportunity to provide any information you feel is relevant.

A member of the Senior Leadership Team will review the complaint and respond in writing with a final response (or in accordance with the Reasonable Adjustment Policy) within 20 working days from the date Stage 2 was acknowledged (unless otherwise agreed).

If you are satisfied with the outcome, the matter will be closed and the outcome recorded as 'Resolved'.

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 member of Solo, you can refer your complaint to the Housing Ombudsman Service and their contact details are below:

**Telephone:**

0300 111 3000

**Email:**

[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

**Complete their online form:**

[housing-ombudsman.org.uk/residents/make-a-complaint](https://housing-ombudsman.org.uk/residents/make-a-complaint)

**Write to them at:**

Housing Ombudsman Service  
PO Box 1484  
Unit D  
Preston  
PR2 0ET