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| **Policy** | **Complaints** |  |  |
| **Applies to** | RPRMO Board | **Draft** | Review |
| **If ‘Yes’ date of draft** |  |
| **Post holder responsible for review** | Estate Director | **Date approved** | January 2021 |
| **Approval level** | Board | **Date for review** | January 2024 |

**Appendix 1**

1. **Principles**
   1. Roupell Park Resident Management Organisation (RPRMO) aims to provide its residents with services that are of a consistently high quality. But things sometimes go wrong and when they do, we want to make sure that we quickly put them right and learn from our mistakes. RPRMO recognises the importance of complaints in helping to achieve this aim and welcomes them as a valuable form of feedback about our services.
   2. Where a complaint is upheld this will be seen as a learning opportunity and where appropriate changes will be made to policies and procedures or staff training given as required.

1.3 We follow the Housing Ombudsman’s complaints handing code which says that -

***‘A complaint shall be 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 or group of residents.’***

1.4 Our aim is to deal with complaints promptly and to resolve any issues to the satisfaction of the customer. A comprehensive, accessible and up to date complaints policy is an essential part of providing a good service to our customers.

1.5 Through our approach to dealing with complaints we aim to show our customers that we have:

* Listened to their concerns
* Taken them seriously
* Learnt from our mistakes and use the lessons we have learnt to improve our services
* Committed ourselves to providing excellent customer services, dealing with individuals in a courteous and efficient manner
* Provide a quality approach to investigating complaints that is fair and

transparent

1. **Scope**
   1. A complaint is something that has been done incorrectly or where expectations have not been met.
   2. This policy covers service provided by RPRMO such as:

* repairs undertaken to tenant’s flats or the communal areas
* the standard of caretaking and cleaning
* rent and service charge collection
* how the TMO deals with tenancy management issues
* the behaviour or performance of an employee of RPRMO or anyone acting on its behalf
* that policies and procedures have not been properly applied.
  1. The following are excluded from this complaints policy:
* Where a repair is being reported for the first time.
* Reporting anti-social behaviour and is dealt with under our anti-social behaviour procedures.
* Claims for compensation for disrepair or loss of services provided by RPRMO which will be dealt with under our compensation policy.
* Where the complaint relates to an incident that happened more than 6 months before the complaint was made
* Where the subject of the complaint is subject to existing legal action.
* Where the issue has already been dealt with under this policy
  1. Any complaints falling outside of the scope will be forwarded to the appropriate department in the Council or other agency within 3 working days.
  2. However if we do not carry out a repair within the agreed time frame after you have reported it, or we have not followed our ASB policy that is a complaint.

1. **Complainants' Rights**
   1. Confidentiality will be maintained under the terms of our Code of Confidentiality Policy and Procedure.
   2. The complainant may be represented by any person of their choice at any time throughout the process but this must first be confirmed in writing.
   3. The complainant may be accompanied during any interview or investigation by a friend, witness, or advocate.
   4. Where the complainant requires the help of a translator or interpreter, a contribution may be made to any costs incurred.
2. **Making a complaint**
   1. Complaints can be made

* In writing
* By email
* Online via the RPRMO website
* On the phone
* In person in the office.
* Using a complaints form
* Through Lambeth Council
  1. Any complaints received verbally will be noted by the member of staff receiving and an acknowledgement given before RPRMO investigates and provides a formal response.
  2. All complaints will be recorded and reported in RPRMO’s monitoring reports to the Board and to the Council.

1. **How the Complaint will be Investigated**
   1. RPRMO operates a 2 stage internal complaints process
   2. Stage 1 will aim to resolve any service failure at first contact.
   3. The complaint will be investigated by the relevant service manager or where the complaint relates to them by the Estate Director.
   4. Stage 2 complaints will be investigated by the Estate Director or if they conducted the review by the Chair.
   5. Complaints about the Estate Director will be investigated by the Chair.
   6. Complaints made about the behaviour of a Board member, including the Chair will be investigated by a specially convened panel of Board members who have no involvement in the matter who will be advised by the Estate Director.
   7. Investigation may involve face to face interviews, consideration of relevant policies, and the use of other evidence and where appropriate, referral to other authorities.
   8. At every stage we will keep the complainant informed of the progress of their complaint including

* The complaints stage
* The outcome of the complaint
* The reasons for any decisions made
* The details of any remedy offered to put things right
* Details of any outstanding actions
* Details of how to escalate the matter if dissatisfied.

At every stage we will give the complainant a fair opportunity to set out their position and on any adverse findings before a final decision is made.

1. **Outcomes**
   1. In most cases the main action will be to put things right and the response will set out what has already or will be done to put matters right, along with an apology.
   2. A reply should where appropriate also set out what lessons have been learned and what actions have been taken to avoid a recurrence.
   3. Where required changes should also be made to policies and procedures.
   4. Any claims for compensation will be dealt with under the RPRMO compensation policy.
   5. In all cases officers will attempt to prevent a complaint resulting in legal action and may therefore need to make an offer of compensation to ensure that this is the case.

**7 Targets and Monitoring**

7.1 All stage complaints will be acknowledged within 1 working day of their receipt.

7.2 Final replies will be given 10 working days of receiving the complaint. Where this is not possible, for instance because witnesses are not available, the complainant will be informed in writing and advised of the specific date when he/she will receive the reply.

### 7.3 The complainant will be kept informed of progress, advised what steps have been taken to resolve the complaint and asked whether they are satisfied with the outcome.

7.4 Complaints about a Board member or Estate Director will be dealt with within 14 working days. If the matter cannot be dealt with within 21 days or if the complaint is serious, the matter will be considered by the Board at its next meeting. The matter will be minuted.

7.5 The Board may require any person complained about to attend a formal meeting or for both parties to attend mediation.

1. **Board Review** 
   1. If the complainant is not satisfied with the response, they may choose to appeal to the Board. This is a voluntary process and the complainant may choose to refer the matter to the Council without going to a Board review.
   2. The review will be conducted by any two members of the Board who have not been involved in anyway.
   3. Where the complaint relates to the ED or a member of the Board the matter will automatically escalate to the Council.
   4. The Board will acknowledge receipt deal with the complaint in 14 working days.
   5. The Board may investigate by reviewing correspondence and other documents or by meeting with the complainant and the person complained about.
   6. Where a meeting is needed the Complainant will be invited to an investigatory review meeting within 10 working days of the request for a Board review.
   7. The Review Board will provide a formal response within 5 working days of the review.
2. **Referral to Council**
   1. If the complainant is not satisfied with the response at stage 1, they may appeal in writing to;

TMO Client Team Complaints,

Civic Centre

6 Brixton Hill

SW2 1EG

1. **Records**
   1. A record of every complaint will be kept by the Customer Services Manager. This will include any related correspondence or notes will be kept together with any report, identifying the timescale and course of action taken in response to the complaint. The complaint will also be recorded on the house file other that where it is covered by section 10.2 below.
   2. Complaints made by or about individuals may need to be considered in conjunction with the RPRMO disciplinary process. Any such investigation will be kept confidential and will not be placed on the house file. In these circumstances the response to the resident will relate only as to whether the complaint is upheld and an apology where this is required.
   3. All points raised by the complainant must be addressed and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate given.
2. **Governance Complaints** 
   1. Where RPRMO receives a complaint by a Board Member about the conduct of another Board Member, RPRMO will deal with this as set out within its Code of Governance and/or code of conduct.