

Policy Summary

Complaints

Customer summary of a Genesis Housing Group policy

This policy sets out Genesis Housing Group's approach to managing complaints from customers.

Introduction

As a customer-focused organisation, we welcome feedback on our services, whether positive or negative. Effective handling of complaints increases customer confidence and satisfaction and can provide valuable insights into what we do well and where we need to improve.

We aim to:

- encourage feedback, both positive and negative
- resolve complaints to the customer's satisfaction, quickly and sensitively
- resolve complaints at the point of service delivery, wherever possible
- use complaints and compliments to help us improve our services and reduce the level of complaints in future.

Definitions

A complaint is an expression of dissatisfaction with our services whether justified or not. We will view all complaints as a source of information that can help us to improve the service. A complaint will arise if:

- we failed to take action following initial contact
- we failed to provide a service
- we delayed in providing a service
- we missed an appointment, giving no notice
- we failed to comply with a policy or procedure
- we provided an unfair service
- we got something wrong.

There are some comments or complaints which are not dealt with under our complaints policy and procedure.

These include:

- a first request for service, information or an explanation of our policies and procedures
- disagreements between customers about anti-social behaviour or harassment, unless the complaint refers to our failure to deal with the disagreement appropriately
- a claim being dealt with by our insurers
- issues where a customer has commenced legal action against us

- a dispute against the amount of rent or service charge being charged
- appeals against policy decisions. Customers can complain about how we put policies and procedures into practice, but we don't treat challenges to the policies and procedures themselves as complaints. Instead, customers can take up matters relating to policies through their relevant customer forum or customer association.

Who can complain?

Anyone who receives a service from us can make a complaint. This includes:

- tenants, including prospective tenants
- leaseholders, including shared owners and prospective leaseholders
- customers in receipt of services such as floating support, domiciliary care or community development work
- residents neighbouring Genesis Housing Group properties or development sites.

Our complaints process is also open to anyone acting on a customer's behalf, with their written permission.

How to complain

Customers who are not happy with any aspect of our service should first contact the member of staff who usually deals with that particular service. If this member of staff does not sort out the problem to the customer's satisfaction, the customer can then make a formal complaint.

Complaints can be made in the following ways:

- In person
- In writing – by letter, email or using our complaint form
- By phone
- By fax
- By the complaints page on our website.

Complaints can be made in any language. If a customer needs help to put their complaint in writing, or needs an interpreter to help them make a verbal complaint, we will make the necessary arrangements for this on request. If a complaint relates to an agency providing a service on behalf of Genesis Housing Group, the customer must exhaust the agency's complaints procedure before making a complaint to us.

Persistent or abusive complaints

Complaints must be made in a reasonable manner. We will not accept the complaint where the behaviour of the complainant has become unreasonable – for example, if they are being threatening or abusive in any way, or if they are making persistent and ongoing complaints in relation to matters that have been addressed.

What we will do when we receive a complaint

We will deal with complaints impartially, objectively and professionally. We will make clear that making a complaint will not result in any adverse consequence such as removing a service. We will take ownership, apologise where we have made a mistake and aim to resolve the complaint to the customer's satisfaction.

Our target is to acknowledge the complaint within two working days and give a full response within ten working days. If we are not able to do this, we will let the complainant know why and will keep them informed of our investigation.

Initial contact

Customers and stakeholders can make a complaint to anyone in the organisation. When we receive a complaint, we will clarify the issue and clarify how the complainant would like us to resolve the situation. We will check whether the complainant needs any kind of support, and we will explain the procedure.

We will try to deal with the issue right away and at the point of service delivery. If the member of staff receiving the complaint cannot deal with the issue there and then, the complaint will be referred to the relevant service manager.

Further investigation

If the complainant is not happy with our attempt to resolve their complaint at the initial contact, or if we believe a more extensive investigation is needed, the case will be investigated by the relevant senior manager. Once the case has been investigated, we will give the complainant a full written response which will include who the complainant should contact if they wish to proceed to the next stage.

Appeals panel/committee

If the customer is not satisfied with the outcome of our further investigation, their complaint will be considered by a panel or committee with representatives from the Group who have not previously been involved in the complaint.

Complainants are invited to present their case in person. They may be represented at the hearing or be accompanied by a friend, relative or support worker for support. However, solicitors or lawyers are not allowed to represent the complainant as the complaints procedure is not a legal process.

Final response

After we have investigated the complaint at the appeals stage, we will provide a final response letter in clear, plain language which answers all the points of the complaint. The letter will include details of what the complainant should do if they wish to refer their case to the Housing Ombudsman.

Monitoring and learning from complaints

Gathering feedback from our customers on their experience of our services is important. We use this feedback to improve the service we provide. We will keep and analyse all complaints, compliments and suggestions we receive and will monitor timescales for responding to them.

Contact us

If you would like a copy of the full policy please contact the Policy Team on **020 8150 4112** or email **info@ghg.org.uk**



If you are a **PCHA customer** phone us on **020 8150 4000** or email **info@pcha.org.uk**
www.pcha.org.uk



If you are a **Springboard Housing Association customer** phone us on **020 8475 0033** or email **info@springboardha.org.uk**
www.springboardha.org.uk



If you are a **Pathmeads customer** phone us on one of the numbers below:
Temporary housing 020 8900 4900
Octavia Hill 020 8900 4998
Key Places 020 7380 9025
or email **info@pathmeads.org.uk**
www.pathmeads.org.uk



If you are a **St Matthew Housing resident** phone us on **01284 732550** or email **info@stmatthewhousing.org**
www.stmatthewhousing.org

If you need any part of this information in large print, Braille, on audio tape or explained in your own language please contact us on the number below.

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعًا بأحرف كبيرة أو بطريقة برايل أو مسجلًا على أسطوانة مدمجة أو شريط صوتي أو مشروحًا باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સી.ડી. ઉપર, ઓડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portugese

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

**Telephone 020 7563 0037
or email info@ghg.org.uk**