

Clarion Complaints Policy



CLARION
HOUSING

What is a complaint?

A complaint is defined as dissatisfaction expressed by a customer regarding a service, action or lack of action by Clarion Housing or one of our contractors.

What is not complaint?

- Matters already being dealt with by the Ombudsman service.
- Liability or personal injury claims.
- Where we're advised that legal action has begun, we will continue to manage through the complaints process until confirmation of legal action has been received.
- Complaints from one resident about another. The customer should contact the neighbourhood housing team for advice on neighbour disputes.
- Issues regarding antisocial behaviour (ASB). We will manage complaints about the handling of an ASB process.
- Feedback about our policies and procedures from customers or other parties will be recorded and form future reviews.
- Any complaint closed over six months ago unless:
 - There are issues ongoing related to the complaint – e.g. ASB, Damp or Mould
 - An MP or Ombudsman have asked us to review the complaint

Initial queries will be resolved by one of our teams where possible before a formal complaint is recorded.

Our principles

Our policy sets out to resolve complaints efficiently whilst learning from them to improve our services and prevent complaints arising in the future. Our principles are to provide a quality service by:

- Putting things right within reasonable timescales.
- Keeping our customer informed.
- Managing expectations.
- Following our policy and procedures.
- Fully and accurately record details, actions and investigations of the complaint at all stages.
- Use lessons learned from the complaints to improve our service and prevent complaints.

Our procedure

We have a two stage procedure which is co-ordinated by our customer solutions team.

1. **Complaint** – If an initial attempt to resolve the query is not achieved, a formal complaint will be recorded and will be investigated. We do all we can to resolve Customers issues and put things right.
2. **Peer Review** – At the conclusion of the complaint process, a customer may request a review of their case. They will need to be clear on what they wish to be considered as their desired outcome and what specifically they are not accepting.

If you remain unhappy with your outcome you can have your complaint referred to your MP, Councillor or The Housing Ombudsman Service (HOS) if you've been through all of the stages of our complaints procedure. The Housing Ombudsman contact details can be found at www.housing-ombudsman.org.uk.

Equality

We will ensure our practices don't disadvantage minority groups or disabled people and don't discriminate against any resident on grounds of their race, ethnic origin, gender, sexuality, marital status, disability, age, religion or class

We welcome complaints in all formats and will provide help for customers with hearing difficulties or sight problems.

Date last reviewed:	March 2020
Date next review:	March 2021