

COMPLAINTS POLICY

POLICY AIMS AND OBJECTIVES

The Society's aim is to provide an efficient, effective and completely impartial service for all its tenants and applicants for accommodation. Despite these efforts there may be occasions when tenants, applicants, their relatives or advocates feel dissatisfied with the service or the policies of the Society. We want to provide clarity and consistency in the way we process and consider complaints and in the way we resolve them.

We aim to resolve matters as quickly as possible by being open, accountable and outcome focused. We view complaints positively; prompt action will be taken to carry out an investigation; put things right, where we need to, and learn from any mistakes. We don't consider service requests such as repair requests or lettings requests as complaints.

Complaints Process

Complaints can be made by phone on 01603 625078 , by e-mail information@norwichhousingsociety.co.uk in writing to Norwich Housing Society, 13 Bracondale, Norwich, NR1 2AL or in person. We do not have the resources to monitor social media for complaints.

Stage 1: Complaints will be considered and investigated by the Chief Executive, who will acknowledge receipt within five working days and respond to the complaint within ten working days. In exceptional circumstances where this is not possible, a response will be sent within ten days providing an estimated resolution date.

Stage 2: If the complainant remains dissatisfied they should appeal to the Society's Chairman at the Society's Office 13 Bracondale Norwich NR1 2AL explaining why the response at stage one was unsatisfactory. Stage 2 appeals will be acknowledged within five working days and resolved within ten working days. In exceptional circumstances where this is not possible, a response will be sent within ten days providing an estimated resolution date. At the conclusion of the stage 2 appeal, we will consider the matter closed.

The Society, at its discretion may provide compensation where there has been a significant breakdown in service.

The Society has the discretion in exceptional circumstances to consider complaints in a different manner- for example where there are group complaints, a need for mediation or to accommodate the particular needs of the complainant.

The Society will reject what it considers vexatious complaints; explaining its reasoning. It will not consider repeat complaints on the same facts, or complaints about matters over six months old, abusive or aggressive language. It will not consider neighbour disputes or reports of anti- social behaviour under the complaints policy, but will consider complaints about our handling of these matters.

If you remain dissatisfied after Stage 2 you can ask the Housing Ombudsman Service to investigate. They can be contacted on 03001113000 or at info@housing-ombudsman.org.uk or by post at Housing Ombudsman Service. P.O. Box 152 Liverpool L33 7WQ

You may also find it helpful to contact Citizens Advice or Shelter to help you resolve any disputes.

We will treat any information you share with us confidentially and ask you if you agree for it to be shared if we need to in order to investigate your complaint. We will comply with the General Data Protection Act with regard to the storage, access, retention and disclosure of your data.

Note: This policy is in line with relevant legislation such as the Localism Act 2011, Housing Act 1996 (schedule 2), General Data Protection Act 2018, Equality Act 2010, Housing Ombudsman Scheme, and Tenant and Involvement Empowerment Standards of the Regulator of Social Housing.

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