

MAKING A COMPLAINT



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PHA Homes prides itself on providing an excellent service to all our residents.

However, we recognise that there may be occasions when things go wrong and that you might feel the need to make a complaint. The Association therefore operates a complaints policy in order that all complaints are dealt with fairly and within specified time frames. PHA Homes uses the learning from complaints to drive service improvements.

PHA Homes will accept a complaint unless there is a valid reason not to do so. There are circumstances in which a matter will not be considered but these circumstances should be fair and reasonable. For example: The issue giving rise to the complaint occurred more than 6 months ago; where the problem is a recurring issue; where legal proceedings have been started; matters that have already been considered under the complaints policy.

Definition of a Complaint

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 and individual resident or group of residents.

The Association operates a 3 stage complaints procedure:

STAGE 1

The complainant will be advised to contact the Housing Manager (HM) or Maintenance Manager (MM) who will try to resolve the problem within 10 working days and will confirm their response in writing.

Where relevant, the complainant(s) will be asked to complete an incident report form and if required help should be given in completing these forms

A full response will be made, in writing, within 10 working days and will include a copy of the Associations 'Making a Complaint' information leaflet.

STAGE 2

From this stage the complaint must always be in writing.

The complainant's identity will be kept confidential unless they give their permission for it to be known. A confidential interview at their home or in the office will be offered.

The complaint will be dealt with by the Director of Operations (DoO). A full response will be made in writing within 20 working days.

STAGE 3

The complaint will be dealt with by the Chief Executive. A full response will be made in writing within 20 working days.

If you are still not satisfied, you have the right to contact the Housing Ombudsman – BUT only after each stage of the complaints procedure has been completed.

Contact details are:

The Housing Ombudsman Service
PO Box 152
Liverpool L33 7WQ

Tel: 0300 111 3000

Email: info@housing-ombudsman.org.uk

RECORDING & MONITORING

The Association uses your views to help us determine where the service can be improved.

All complaints received are recorded in the Association's 'Complaints and Nuisance Log' located on our housing management IT system. This system allows all information to be included and offers a tracking system. A complaint will be updated, and progress monitored regularly by both the Housing Manager and the Maintenance Manager. All relevant details are included within our Quarterly Performance reports which are sent to all Board members to help monitor the Association's complaints procedure.

For more details about our complaints procedure, please contact the association on admin@phahomes.co.uk





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