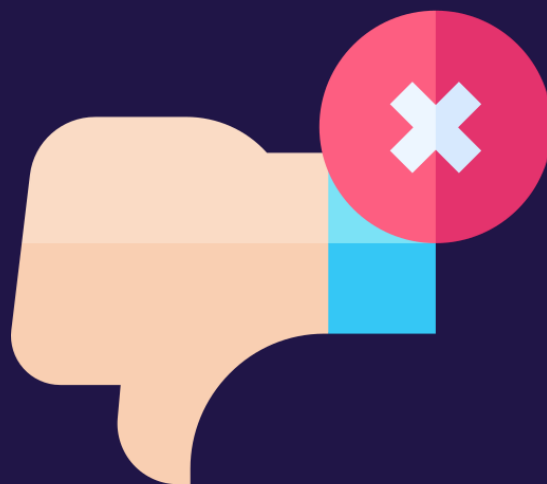




# Adullam

Homes Transforming Lives

## Adullam's Complaints and Feedback Policy Easy read version





## What is the policy for?

The policy is to make sure Adullam has a process that means anyone affected by anything we do can make a complaint and have their complaint dealt with thoroughly and in a suitable period of time.

## Housing Ombudsman Service

There is a Housing Ombudsman Service ~~thought you should~~ know about. The Housing Ombudsman has a complaint handling code that sets out what housing providers are meant to do. Adullam's policy shows how we meet the standard set by the Housing Ombudsman.

When we receive a complaint we will make sure the person knows about the Housing Ombudsman Service and that they can use it at any point during their complaint.



## Adullam's approach

Adullam is committed to providing an excellent service but we know sometimes things go wrong.

When complaints are made we will investigate thoroughly and confidentially. We will agree with the person making the complaint how we will keep them informed during the investigation.

What is a complaint the policy provides a definition of a complaint. It is:

“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.”





Failure to provide a service we say we will.

Not providing information or the right information in a suitable way.

## Not a complaint

Request for a repair

Neighbour nuisance

Anti-social behaviour

## Surveys

If someone raises an issue when filling in this survey it will not be classed as a complaint. The person concerned will be made aware of how they can make a complaint if they want to.



## When a complaint is not accepted

If Adullam decides not to accept a complaint, a detailed explanation of why this is the case will be given. The person will also be made aware about the right to contact the Housing Ombudsman Service.

When a complaint is made we will:

 be fair

put things right we have got wrong

learn from the result of the complaint

feedback on lessons learned and actions we have taken to do better.

## Confidentiality

We will respect confidentiality when complaints are made.

When we keep records of complaints we will comply with the law about data protection.

## Anonymous complaints

We will investigate anonymous complaints where possible.





## Group complaints

Sometimes a group of people might complain about the same thing. We will deal with these group complaints using the same processes as for individual ones.


In these cases we will communicate with a lead complainant or will ask your scrutiny champions to support you.




## Help for people who want to make a complaint

There is a leaflet explaining the process on our website and it is available in other formats.

Scrutiny champions and peer mentors can help anyone who doesn't feel confident to make a complaint themselves.

The complaints procedure is explained on our website. 



## How to make a complaint

 You can make a complaint using a telephone, letter, e-mail, or the online form on our website.

We will always try to talk to the person making the complaint directly unless they have asked for a different way of communicating.



Making complaint will not have any effect on other services a person receives from us.

~~We try not to put people off~~  making a complaint because English is not their first language,  they struggle with communication or have a disability that makes communication difficult.



## Two stages

There are two stages to Adullam's complaints process:

### Stage One - first response - "putting it right"

Your complaint will be acknowledged within 5 working days and you will receive a decision reply within 10 working days.



We want to find a fast and effective solution to your complaint, and we expect most complaints to be sorted out at stage one.

If we can find a suitable solution at this point we will class your complaint as sorted, and no further action will be needed.


If we can't put things right at Stage One you can ask us to move your complaint to the next step called Stage Two. You have to ask us to do this within 10 days of getting the Stage One response from us.

### Stage Two – Investigation Review

At Stage Two your complaint will be acknowledged within 5 working days and you will receive our decision within 20 working days.



An independent manager will carry out a review of your complaint if you can explain that one of the following applies after Stage One:

 All or some of the points on your complaint have not been investigated  
all or some of the actions agreed have not been carried out or not carried out to a satisfactory standard within the agreed time

Adullam has not responded to your Stage One complaint within the agreed time.



## **Compensation**

Compensation payments may be made according to the decision of the manager doing the investigating in line with this policy. Payments will be suitable to the circumstances of the case.




We do not pay compensation for loss of earnings.

Compensation payments are used at first to offset rent or arrears.

All compensation payments have to be approved by our Executive Director of Housing and Support.

## **Persistent complaints and unacceptable behaviour**


Occasionally we may reject a complaint if we feel it has been deliberately repeated.

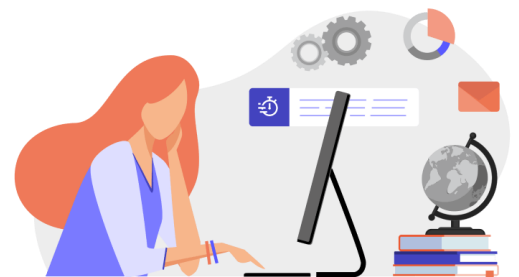
In a case where  we need to protect staff from unacceptable behaviour by the person making the complaint we use the Housing Ombudsman's Unacceptable Actions Policy.

## **Vexatious complaints and unreasonable persistent contact policy and procedure**

This exists to set out our approach to managing individuals who behave in unacceptable ways. You can ask for details which include a description of people it applies to.

## **Monitoring and learning from complaints**

Regular checking by the Complaints Handling Office  and Senior Leadership Team will take place to make sure the complaints process is working properly.



Among the many checks that will take place will be one each year using the Housing Ombudsman's Code to make sure we are following it.



## **Staff training**

We will use a range of different ways to provide training to staff and to scrutiny champions about the policy and procedure.




## **Raising awareness of the policy**

We will publicise the policy in several ways including in the tenant, resident, and service user handbook and on the Adullam website.

## **Putting the policy in action**

All of Adullam's staff are responsible for making sure this policy is used fully and properly.

## **Review**

This policy will be reviewed each year as well as if needed because of new laws, rules  the result of an audit. The reviews will make sure the policy stays suitable and effective.

**This is a simplified version of the policy document. For full details of every aspect, please see the original**