

## **COMPLAINTS POLICY.**

In providing services to Service Users and prospective Service Users, CHADD endeavours to achieve a high standard, together with a friendly and approachable manner. There will, however, sometimes be occasions when things go wrong.

When there are complaints about our service, or that of an agent working on CHADD's behalf, it is most important that these are treated seriously and fully investigated.

The Complaints Procedure should be made public to all concerned and people should be encouraged to voice their opinions regarding the standard of the service they receive from us.

Through listening to feedback we can improve our performance in the future.

Written or verbal complaints will be treated with equal importance and responded to within 14 days of receipt.

Staff are expected to make reasonable efforts to resolve complaints informally. All complaints must be recorded in the scheme or project complaints log book including those at Stage 1 of the procedure, together with the details of investigations carried out, response to the complaint and a timetable of events.

If the issue is of a serious nature, is a recurrent problem, or involves the integrity of a member of staff, it should be reported in writing to the Chief Executive as outlined in Stage 2 of the procedure. The Chief Executive may appoint a senior member of staff to deal with the investigation.

A response will always be made within 14 days, if necessary; this should detail reasons for a longer period of investigation, and give a time scale for response.

Where a complaint is referred to the Chief Executive, either by a member of staff, or directly in Stage 2 of the procedure, it will be recorded in a serious complaints log, which will be reported to the next meeting of the Board of Management.

All appeals for compensation and petitions will be acknowledged and referred to the next meeting of the Board of Management.

## **COMPLAINTS PROCEDURE.**

If you have a complaint about the service you have received from CHADD, we would like to hear it. We can only improve if we know what we are doing wrong.

### **What is a complaint?**

A complaint is when you feel that the Association has failed you in some way, e.g. we have not provided the service promised in your Tenancy or Licence Agreement, or Support Agreement or a member of staff has been rude or unhelpful.

Reporting a faulty appliance or a blocked drain is not a complaint, it is a request for a repair to be carried out.

### **What to do if you have a complaint.**

You can complain verbally or in writing, either way it will be taken seriously. If you wish, a friend or representative can help and support you in making your complaint.

### **Stage 1 (Informal).**

In the first instance, you should raise your complaint with the member of staff who normally deals with the day-to-day management of your home or support you. This may be the Project/Scheme Manager or Leader, or a member of the office staff. This person is the one best placed to help you and he or she will try to resolve your complaint as quickly as possible. You may expect a response within 14 days.

Some problems may take longer than this to fully resolve, but you will be informed of what action is being taken within that time.

We will record the nature of your complaint to assist us in improving future services.

### **Stage 2 (Formal).**

If you are not satisfied with the response you have received in Stage 1, or if you feel the matter cannot be raised with the relevant member of staff, you should make a formal complaint to the Chief Executive of the Association.

A staff member can assist you to do this by completing a special form, or you may prefer to write a letter.

The Chief Executive will review your case and may decide on further action, which could include appointing a senior member of staff to investigate your complaint.

### **Stage 3 (Formal).**

Most complaints will be satisfactorily resolved by this stage, however, if after this you still feel dissatisfied, you can appeal to the Chairman of the Association for review by the Board of Management of CHADD.

This should be addressed to The Chairman and sent to 98/99 Dixons Green Road, Dudley, DY2 7DJ.

Depending on the nature of the complaint the Board may decide to delegate this to a separate panel of members.

#### **Stage 4 (Final).**

Anyone who feels that our normal Complaints Procedure has failed to resolve their complaint can appeal to one of the following independent bodies:-

- The Central Residents Complaints Panel, St Peter's College, Bridge Street, Saltley, Birmingham, B8 3TE
  
- Housing Association Ombudsman, Palladium House, 1-4 Argyll Street, London, W1V 1AD.
  
- The National Housing Federation, 175, Grays Inn Road, London, WC1X 8UP
  
- Homes and Community Agency, Maple House, 149 Tottenham Court Road, London, W1T 7BN

**Please note, however, that none of these will investigate a complaint until you have been through all the steps in the Procedure.**

#### **Anonymous complaints**

CHADD will not normally deal with anonymous complaints under this procedure, although these may be investigated if they raise a matter of concern.

CHADD is committed to dealing with all complaints fairly and impartially and treating all those making complaints with respect. Complainants are expected to show the same respect for members of staff and contractors. Abusive, offensive or threatening behaviour is unacceptable and will not be tolerated.

This procedure applies to all accommodation directly managed by CHADD and users of CHADD support services. Where accommodation is managed on behalf of CHADD by a Specialist Care Agency, complaints should first be raised with them. If this fails to give satisfaction, this procedure can then be followed, commencing at Stage 2.