

Customer Feedback

Complaints Procedure



CUSTOMER



FOCUS ON DELIVERING RESULTS

October 2022



We want to hear what you have to say

Platform Housing Group is committed to providing quality housing services. To do this we need to know what's working well and also what we need to do to improve.

If we are doing something well

If you think we are doing something well or that our colleagues are giving a great service then please let us know. Compliments and comments help us to know what we're doing well and that our efforts are appreciated. All compliments will be passed directly to the people concerned.

How to have your say

- On our website
- Using the Customer Portal
- By e-mail
customerfeedback@platformhg.com
- By Phone **0333 200 7304**
- In writing
- In person
- Using this form

A complaint 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.

A complaint is not:


- An initial request for service
- A service that Platform do not provide
- Customer survey feedback
- An information request
- Chasing up of defects within the first twelve months for new build properties, complaint investigations would only be undertaken to look at the way the requests had been handled
- Request for clarification of a situation and/or policy or procedures
- Any issue that is subject to legal proceedings
- Insurance claims or issues that will be subject to an insurance claim
- Complaints where the issues have not previously been brought to our attention and are more than 6 months old
- Previous complaints that have already been investigated and determined.

Who can complain

Complaints from Platform Housing Group customers only will be dealt with through the Complaints Comments and Compliments Policy, for the purposes of the policy customers will be defined as applicants for housing, tenants, leaseholders, commercial leaseholders and shared owners.

Examples of people who are not our customers and would be unable to make a complaint through this policy would be:

- Homeowners
- Community representatives



If complaints are received from non Platform Housing Group customers these will be responded to by the Manager for the area that the complaint relates to, a response will be sent within 10 working days but there will be no appeals process.

Early Resolution (ER) – Resolution by Customer Experience Team within four Working Days

Where the member of staff taking the complaint feels it is something which could be resolved quickly, they will pass it to a Customer Experience Advisor who will endeavour to complete an early resolution. The Customer Experience Advisor will make contact with the customer and attempt to resolve the issues within four working days of receipt. If the issue cannot be resolved early, then the complaint will be formally acknowledged as a Formal Complaint investigation within five working days of receipt.

Formal Complaint Investigation – Investigation by an Officer that has not previously been involved in the case

All Formal Complaints will be acknowledged by the Customer Experience Team within five working days following receipt of the complaints. All complaint investigations will involve us making contact with you, either by telephone, e-mail, or in person. We aim to have completed our investigations into your complaint within 10 working days. However, we want to ensure that your complaint is thoroughly investigated and understand that some complaints are more complex and may need more time to investigate. If we need more time, we will make sure this is agreed with you and that we will keep in regular contact.

Final Review – Review by Senior Manager

If you want your complaint to be escalated to Final Review then please come back to us within 15 working days to let us know what part of your complaint remains unresolved. We will not automatically escalate your complaint just because you are not happy we need to know the reasons why and this needs to relate to the substantive nature of the complaint.

Where other matters are introduced, these will be dealt with separately and the current complaint will be deemed as resolved.

The Customer Experience Team will assess all requests for escalation to Final Review. We reserve the right to refuse a request for Final Review for the following reasons:

- You are unable to provide any new evidence to support your escalation request
- Your reasons for escalation have already been considered in the initial investigation
- The escalation reasons you have raised would not lead to a change in outcome of the initial investigation

On receipt of all Final Review requests, the Customer Experience Team will send you an acknowledgement within five working days following receipt to confirm either:

- The name of the person who is dealing with the complaint (Senior Investigating Officer)
- The process that will be followed
- The timescales for investigation

Or:

- That the request for escalation to Final Review is being assessed

On acceptance of a Final Review request, a Senior Manager or a member of the Customer Experience Management Team will review the complaint and will make personal contact with you. They will aim to respond in writing within 20 working days. Some complaints are more complex and may need more time, we will make sure that we discuss this with you and keep in regular contact.

If you feel that your complaint remains unresolved

Following completion of our internal procedure you can refer your complaint to the Housing Ombudsman Service by calling **0300 111300** or by email **info@housing-ombudsman.org.uk**



Name:	
Address:	
Please tell us if you are making a compliment, complaint or comment:	Compliment <input type="checkbox"/> Comment <input type="checkbox"/> Complaint <input type="checkbox"/>
Contact Number:	
E-mail Address:	
Preferred method of contact:	Telephone <input type="checkbox"/> Email <input type="checkbox"/> Text Message <input type="checkbox"/> Letter <input type="checkbox"/>
Brief details about your compliment/complaint/comment <small>(Please continue on a separate sheet if required)</small>	
How do you think your complaint could be resolved?	