

# **Complaints, Comments and Compliments Policy**

## Scope of Policy

This policy sets out how Platform Housing Group (the Group) will deal with complaints, comments and compliments to ensure a fair and consistent approach and that feedback is utilised to deliver continuous improvements in our service delivery.

## Applicability

The policy applies to all members of the Group.

### 1. Policy Statement

- 1.1 The Group aims to meet the needs of our existing and future customers by providing a continually improving, excellent service.

By harnessing customer feedback, both negative or positive, and responding accordingly, we will ensure that we continue to deliver services that customers want and at a level with which they are satisfied. However, we acknowledge that occasionally things may go wrong and customers may wish to make a complaint. We will always try to resolve expressions of dissatisfaction at the earliest possible opportunity to avoid the need to escalate to a formal complaint.

### 2. Context

- 2.1 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.
- 2.2 It is important to differentiate between a complaint that requires intervention via the Complaints, Comments and Compliments Policy and those issues not requiring formal investigation. We do not consider the following to be complaints under this policy:
- An initial request for service
  - An information request
  - A service that Platform do not provide
  - Customer survey feedback
  - 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
  - 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

- 2.3 This policy will not apply where matters are being dealt with via other more appropriate channels and may include:
- Where an appeal body or tribunal has been arranged to consider the specific service issue, e.g., Lettings Appeals Panel
  - Complaints previously considered by a Court or tribunal
  - Complaints from employees or board members relating to their employment – internal procedures are in place for resolving these
- 2.4 The Group subscribes to the Housing Ombudsman Service. The Ombudsman will not usually consider cases in the following circumstances:
- Where the complaint is brought to the attention of the Ombudsman more than twelve months after going through a landlord's complaints process
  - Where a complaint was not brought to the attention of the landlord as a formal complaint within a reasonable period (usually within six months of the matter occurring)

The Ombudsman can be contacted as follows:

Housing Ombudsman Service  
PO Box 152  
Liverpool  
L33 7WQ

Tel: 0300 111 3000  
Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

### **3. Aims and Objectives**

- 3.1 We aim to:
- Provide a clear and accessible procedure which encourages customers to contact us with a comment, compliment or complaint
  - Operate an effective and streamlined process of complaints handling which meets the requirements of legislation, the Regulator, the Housing Ombudsman Complaints Handling code and best practice examples. See **Appendix 1** for details of our Roles and Responsibilities
  - Where a complaint is upheld, we will apologise and offer any relevant compensation, where appropriate
  - Use the outcomes of investigations to identify trends and opportunities for continuous improvement
  - Publish our performance annually to customers
  - Ensure that our employees are well trained to deal effectively with complaints

## **4. Policy Outline**

- 4.1
- We will deal with all complaints in line with this policy and supporting procedures
  - We will act in accordance with all legal and regulatory requirements and in line with our own published performance targets in a courteous, fair and systematic manner
  - We will make available to customers a comprehensive set of procedures which clearly outline all stages of the Group's complaints process together with how we will deal with unreasonable complaints
  - We will deal with all complaints confidentially and in accordance with the Group's Data Protection Policy and procedures
  - Where possible we will encourage complaints, comments or compliments to be made via our online Customer Portal. However, complaints, comments or compliments can also be made in writing, by telephone, email or via our website
  - Complaints can also be made by one or more of our customers, or by a person representing or making a complaint on customers' behalf
  - We will keep complainants fully informed of progress when dealing with the complaint and provide a formal response which will detail the outcome of any investigation and any learning for the Group as a result of the issues raised
  - We will celebrate compliments by ensuring that the relevant person/team is made aware of the achievement, which will also be published through our internal communication framework

## **5. Equality and Diversity**

- 5.1 We are committed to fairness and equality for all regardless of their colour, race, ethnicity, nationality, gender, sexual orientation, marital status, disability, age, religion or belief, family circumstances or offending history, as referred to in our relevant Group policies. Our aim is to ensure that our policies and procedures do not create an unfair disadvantage for anyone, either directly or indirectly.
- 5.2 Impact assessments have been completed, which identified no negative impacts as a direct result of implementation of this policy.
- 5.3 We will, however, ensure that assistance will be offered to anyone who may need help to make a complaint, or needs information in an alternative format.
- 5.4 Professional translation services and/or customer advocate should always be considered on a case-by-case depending on the needs of the customer.
- 5.5 Ensure that all feedback (complaints, comments and compliments) is monitored across all Protected Characteristics.

## 6. Monitoring and Review

- 6.1 The Group will monitor the effectiveness of this policy and recommend policy changes to improve service delivery. Details of the number and types of complaints, comments and compliments, and any learning outcomes, will be recorded by protected characteristics and reported to the Board, relevant management structure and customers.

This policy will be reviewed every three years or on the introduction of new legislation, regulation, customer feedback or best practice guidelines, whichever is the sooner.

- 6.2 Approved documents are valid for use after their approval date and remain in force beyond any expiry of their review date until a new version is available.

## 7. Associated Documents/Policies

- 7.1 List of documents/associated policies/publications:

- Complaints procedure
- Compensation Policy and Guidance
- Employee Code of Conduct
- Data Protection Policy

<b>Author:</b>	Gemma Boulton
<b>Document type:</b>	Policy
<b>Version 3.1:</b>	Final
<b>Version 3.1</b> <b>Approved by:</b> <b>Approved date:</b> <b>Release date:</b>	Performance & Risk Forum 28/07/2023 14/08/2023
<b>Version 3</b> <b>Approved by:</b> <b>Approved date:</b> <b>Release date:</b>	Performance & Risk Forum 15/09/2022 27/09/2022
<b>Customer Experience Panel:</b>	Yes 26/09/2022
<b>Next review date:</b>	09/2025
<b>DPIA completed:</b>	Yes
<b>EIA completed:</b>	Yes
<b>Employee Handbook amends:</b>	N/A

## Appendix 1

### Complaints, Comments and Compliments Roles and Responsibilities

Role	Responsibility
<b>Customer Experience Team</b>	<p>Responsible for producing data and statistics regarding complaints and customer feedback.</p> <p>This is regarding volumes and outcomes of complaints and identifying themes and trends and learning opportunities.</p>
<b>Customer Experience Business Partners</b>	Responsible for sharing monthly reports with their respective business areas.
<b>Head of Customer Experience</b>	<p>Responsible for reporting:</p> <ul style="list-style-type: none"> <li>• monthly to the Performance and Risk Forum</li> <li>• quarterly to the Executive Team</li> <li>• to the Customer Experience Panel in line with their meeting sequences</li> </ul>
<b>Executive Director of Corporate Resources</b>	Responsible for reporting to the Board.
<b>Chief Executive Officer and Executive Director of Corporate Resources</b>	<p>Lead responsibility for complaints to support a positive complaint handling culture.</p> <p>This role is responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.</p>