

## Complaints, Compliments and Comments Policy

### Summary Statement

We aim to deliver the best services possible to our customers and stakeholders. We positively encourage feedback in the form of complaints, compliments and comments. This information is extremely valuable as it can tell us how well we are doing and how we can improve our services.

Our policy standards set out our commitment to:

- Taking a positive approach to complaints and welcoming feedback on our services.
- Providing a range of different ways for customers and other people to give us feedback on our services. This includes making every effort to communicate in ways our customers and other stakeholders prefer.
- Providing a named contact who is responsible for keeping the person who made the complaint informed of progress, any problems encountered in completing investigations and writing to them on conclusion.
- Handling information in line with our Information Security Policy, Information Governance Policy, associated resources and Data Protection legislation.
- Responding fairly, politely and in a timely manner to all complaints in accordance with relevant laws, regulations and our complaints handling process.
- Letting people know how they can escalate their complaint to the next stage in our complaints handling process if they feel the desired outcome has not been achieved, and signposting customers to relevant external agencies, designated persons or groups for further advice when our complaints process has come to an end.
- Keeping clear records and using complaints, compliments and comments to learn about, celebrate, monitor and compare our performance in order to improve our policies, procedures and the quality of our services. It also reduces the likelihood of the same mistakes being repeated, contributing to value for money.
- Working with people who raise a complaint to find solutions to put things right and only offering discretionary compensation where it is appropriate to do so. Using this compensation to offset any rent or other housing related debt owed to us except in exceptional circumstances.

The full Complaints, Compliments and Comments Policy can be obtained by contacting the Policy Team on 0345 141 4663 or by emailing [policy@homegroup.org.uk](mailto:policy@homegroup.org.uk).