



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:

- Acknowledge all formal complaints, compliments and comments in writing within the timescales outlined in our procedures.
- Making reasonable adjustments to our services and making every effort to communicate in ways our customers and stakeholders prefer.
- Acting proactively and taking complaints seriously. Record and investigate all complaints whether informal or formal thoroughly and impartially. Keeping complainants informed of progress, any problems encountered in completing investigations and writing to them on conclusion.
- Let complainants know how they can escalate their complaint to the next stage in line with our complaints handling process, if they feel the desired outcome has not been achieved. Signposting customers and clients to external agencies, designated persons or groups so they are fully informed and supported to refer their cases externally for review.
- Handling information in line with our Information Security Policy, Information Governance Policy, associated resources and Data Protection legislation.
- Using complaints, compliments and comments to learn, celebrate, monitor and benchmark performance to identify trends and re-occurring issues. The knowledge gained is used 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 complainants 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.