



COMPLAINTS POLICY

1.0 Policy Summary

This policy covers SLH's policy on; Complaints, Compensation and dealing with Persistent or Unreasonable Complainants.

2.0 Policy

How to make a Complaint

A complaint can be from a tenant, leaseholder or any other customer. Complaints can be made in person, via email, telephone or via a Councillor, MP or other advocate who has been authorised to make a complaint on their behalf. Complaints can be made online on the SLH website.

Definition of a Complaint

A complaint is defined as when a customer expresses dissatisfaction about the work of SLH and wants corrective action to be taken. This could include but not limited to; a failure of service provided, a failure to meet published service standards, the way an incident or a request has been handled, unhelpful staff or contractors, providing incorrect information, failure to comply with data protection obligations and complaints about misuse of office/conflicts of interest.

Areas where individuals may express dissatisfaction which would not be regarded as complaints would relate to;

- An initial request for a service e.g. first reporting a repair or if the matter can be resolved informally,
- the general law, unless wrongly applied,
- persons or bodies over which SLH has no control,
- Reports about anti-social behaviour (ASB) are not part of this policy as there is a separate ASB Policy,
- SLH's overall policies (e.g. rent levels, allocations policy, maintenance and renewal policies),
- Matters which are, or could reasonably be expected to be the subject of court or tribunal proceedings, or which are in the hands of SLH's insurers.

Any complainants via social media will be investigated under this policy. All correspondence will be taken offline and the tenant will be encouraged to continue their complaint either by email or letter. Further information and guidance is available within the SLH Social Media Policy.

In cases where a complaint identifies a policy or procedural problem (i.e. not service delivery), SLH will consider the issue and policy/procedure options and determine if any changes should be made.

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All matters reported to SLH that meet the complaints definition will be dealt with in accordance with the Complaints Policy. Complaints which are sent directly to Board Directors will be referred to the Complaints Policy and investigated in accordance with the procedure. Issues of misuse of office may be referred to external advisors/auditors if this is deemed appropriate by SLH.

All complaints are logged on the Civica Cx Feedback module and investigation outcomes recorded as; upheld, not upheld or partially upheld.

Investigating a complaint

Further detail is available in the attached complaints procedure and customer complaint leaflet.

There are four main stages to the complaints procedure and there is also an additional option of referring complaints to the Tenant Complaint Panel. Normally, complainants will move sequentially from stage to stage (i.e. from 1 to 2, 2 to 3, 3 to 4) following the outcome of the previous investigation. There may be rare occasions where complaints can be investigated at stage two if the service manager likely to undertake the stage one investigation has already been involved in trying to resolve the issues perhaps informally. This is to benefit the complainant to avoid unnecessary delay of repetition.

The four main stages are;

- **Stage 1: Manager Review – target response of 5 working days**
- **Stage 2: Director or Assistant Director Review – target response of 15 working days**
- **Stage 3: Board Panel Review or Tenant Complaint Panel Review – target response of 21 working days**
- **Stage 4: Housing Ombudsman Review**

Housing Ombudsman

In accordance with the Localism Act 2011, complainants may have to wait 8 weeks before their case can be considered by the Housing Ombudsman unless they have completed Stage 3 or are referred by an SLDC Councillor, the Tenants' Committee Complaint Panel or any MP who has acted on their behalf (the Localism Act allows any MP to act on the tenants' behalf, also known as the 'democratic filter').

Tenant Complaints Panel

Complainants may wish to refer their complaint to the Tenants' Committee Tenant Complaints Panel instead of referring to the Board Panel. The Panel will receive appropriate training and support to investigate a complaint and to adhere to data protection protocols. This can include an SLH member of staff or an Independent Tenant Advisor. The Tenants' Committee will agree the Complaints Panel membership at the AGM. Tenant Board Members cannot be on the Panel. The Tenant Complaint Panel will be registered with the Housing Ombudsman. Their remit includes making decisions on complaints and making recommendations to SLH. SLH will consider their findings seriously and, although not binding on SLH, will ensure that these are taken into consideration and documented should these be taken into account at a later stage.

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The Board Panel or Tenant Complaint Panel have no remit to investigate disciplinary matters and these will be referred to the SLH HR Manager. The panel can make recommendations to the Chief Executive in relation to compensation.

Compensation

In the vast majority of cases, SLH will offer an apology as a means of concluding a complaint investigation. In rare exceptions, compensation can be awarded on the following grounds (up to a maximum £250 per claimant);

- Failure of staff to keep repairs appointments (£25 see repairs section of the website),
- Failure to carry out repairs within a set time (£10 initial payment, further £2 each day to maximum of £50),
- Temporary loss of facilities after first 48 hours e.g. heating/hot water (£2 per day to maximum of £50),
- Damage to residents' personal property (residents advised to claim from contents insurance),
- Service failure contributing to inconvenience (up to a maximum £250),
- Damage to internal decorations (re-decoration vouchers, amount £25 per room),
- Inconvenience (up to a maximum £250),
- Reimbursement of costs incurred as a result of damage caused by staff or contractors (tenant to obtain 2 quotes for items over £100),
- A breach of data protection regulations leading to emotional distress (up to a maximum of £250),
- Disturbance whilst major works are carried out (a disturbance payment is intended to ensure that the tenant is no worse off, and no better off than if they had not been obliged to move). These payments will cover the cost of;
 - Removals - three quotations will be required,
 - Disconnection and re-connection of television aerials, telephone, cooker and other plumbed-in appliances,
 - Soft furnishings - (carpets, curtains and blinds) - payment to meet the cost of alterations or replacement when it is not reasonable to remove and refit,
 - Redirection of post, and
 - Storage costs - where a temporary move will not allow certain items to be moved with the tenant.

Tenants will need to complete a Compensation Claim Form up to a maximum £250. SLH will not pay more than £250. SLH aims to process all claims for compensation within 10 working days of receipt. Once claims are approved it may take another 10 working days for a cheque to be issued. If tenant accounts are in arrears or money is owed to SLH then compensation claims will be credited to tenant account.

SLH will not offer compensation to tenants claiming adverse health problems. Tenants will be asked to take an alternative legal route which will be dealt with by SLH legal and insurance advisors.

Persistent or Unreasonable / Unacceptable Complainants

A very small minority will make complaints that are persistent or unreasonable (also referred to as 'vexatious'). Such complaints are both time consuming, wasteful and divert resources from service delivery. Whilst SLH endeavours to rectify failure or remedy adverse impact, there are occasions when nothing further can be reasonably done to assist or rectify a real or perceived problem.

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For the purpose of this policy the following definitions of persistent or unreasonable complaints has been determined by SLH:

The repeated and/or obsessive pursuit of:

- Unreasonable complaints and/or unrealistic outcomes,
- Continuing to repeat the same issues despite SLH responses, and
- Reasonable complaints raised in an unacceptable manner. Examples of unacceptable behaviour includes; threats, physical violence, personal abuse, derogatory or discriminatory remarks and rudeness.

Where complaints continue and have been identified as persistent or unreasonable in accordance with the criteria above then a Director will determine whether it is a persistent or vexatious complaint and will determine the appropriate action to be taken.

The Director or Assistant Director will notify the complainants, in writing, of the reasons why their complaint has been treated as persistent or unreasonable and the action that will be taken.

The status of a complainant judged to be unreasonably persistent or vexatious and any restrictions imposed on contact will be reviewed by the Assistant Director (Quality & Performance) after three months and at the end of every subsequent three months within the period during which the restriction is to apply. The complainant will be informed of the result of this review if the decision to apply the restriction to them has been lifted or extended.

3.0 Scope

It is the responsibility of the Chief Executive and senior staff to ensure that:

- Staff are aware of SLH's policies,
- Staff are trained on the policies,
- Monitoring of records is maintained,
- Customers are adequately informed of the policies, and
- Appropriate action is taken against employees whose actions are inconsistent with this policy.

Managers are responsible for investigating complaints at stage 1, Directors or Assistant Directors for stage 2, Board panel members or Tenant Complaint Panel for Stage 3. All staff are required to provide timely evidence and honest responses to any complaint investigation and this includes Housing Ombudsman or Tenants' Committee review.

Any confidential personal data will be restricted in accordance with the SLH Data Protection Policy. The Tenant Complaints Panel will be restricted to redacted information in order to investigate or monitor complaints.

The Assistant Director (Quality & Performance) will be responsible for ensuring that reviews of this policy are carried out and that data is recorded accurately within the Cx management system.

4.0 Equality & Diversity

Anyone can complain about SLH and there are a number of ways people can complain e.g. in person, by telephone, in writing or by email. SLH will accept complaints from family

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members, carers, power of attorney's, solicitors or advocates if disability or mental capacity is a barrier. Complaints are also accepted via "designated persons" such as a local councillor, and UK MP or from the Tenants' Committee.

5.0 Strategic Links

The Complaints Policy helps SLH comply with the **HCA Regulatory Framework: Tenant Involvement & Empowerment Standard**. The policy addresses the following regulatory requirements;

- Providers shall offer a range of ways for tenants to express a complaint and set out clear service standards for responding to complaints, including complaints about performance against the standards, and details of what to do if they are unhappy with the outcome of a complaint.
- Providers shall inform tenants how they use complaints to improve their services.
- Providers shall publish information about complaints each year, including their number and nature, and the outcome of the complaints.
- Providers shall accept complaints made by advocates authorised to act on a tenant's/tenants' behalf.

The Complaints Policy also ensures that SLH complies with the **Localism Act, 2011** and the role of councillors, tenant panels and MPs (known as "designated persons") have in resolving complaints at the local level. The Tenants' Committee have established a Tenant Complaints Panel who can act as a "designated tenant panel" and has been "recognised" by SLH for the purpose of referring complaints to the Housing Ombudsman Service. The Complaints Panel may refer complaints to the Housing Ombudsman.

6.0 Key Performance Indicators

The Annual Complaints Report to the Board is due in May each year and includes the following measures;

- Number of complaints (by service area)
- Stage 1 investigations completed on time
- Stage 2 investigations completed on time
- Stage 3 investigations completed on time
- % satisfaction with the outcome of complaints
- Compensation amount
- Number of Persistent or Vexatious Complainants identified

The Annual Tenant Report will also include a summary of performance on complaints.

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Complaints Procedure

How to make a complaint

A complaint can be from a tenant, leaseholder or any other customer. Complaints can be made in person, via email, telephone or via a Councillor, MP or other advocate who has been authorised to make a complaint on their behalf. Complaints can be made online on the SLH website. However, in most cases, it will be preferable to meet either face-to-face or speak with the directly.

Responsibilities

Complaints Administrator – Chief Executive PA
Lead Officer – Nominated Complaints Investigating Officer
Complaints Co-ordinator – Assistant Director (Quality & Performance)

Investigating a complaint

Stage 1: Manager Review

All Complaints will be formally registered on the Civica Cx (the housing management system) Feedback module by the Complaints Administrator, and an acknowledgement sent within two working days. The complaint will then be forwarded to the staff member responsible for dealing with the complaint.

The responsible member of staff will;

- Investigate the complaint thoroughly and record fully,
- Send a full reply within 5 working days of receipt of the complaint, or
- If further investigation is required, the customer will be informed when a full reply can be expected (usually within 10 working days of receipt; however, for replies which may involve outside organisations, a period of 28 days may be more appropriate).

In all cases, it is the responsibility of the investigating person to keep the customer up-to-date with the progress of their complaint, highlighting reasons for any delay.

In accordance with good practice, many complaints can be resolved by a telephone call or personal visit, rather than by protracted correspondence. Employees should not be afraid to admit mistakes, and should ensure that any lessons to be learned from complaints are acted upon and reported to the Senior Management Team. This may lead to appropriate alterations to procedures or policy review.

When a complaint is resolved orally, an appropriate record of the conversation must be made within Civica Cx Feedback module and written confirmation (email or letter) be sent to the complainant.

When the complaint has been dealt with, Civica Cx Feedback module must be updated.

In the vast majority of cases of justified complaints, SLH will offer an apology as a means of concluding a complaint investigation. If the customer is not satisfied with the answer they receive, they have the right to request a review by the relevant Director or Assistant Director. Such requests must be submitted within 28 days of the response being sent.

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There may be instances where SLH can waive first stage or second stage investigations. This could include for example; cases where the manager has already been involved and the customer is complaining about that response or in cases involving potential misuse of office/fraud or where there has been a potential conflict of interest. These decisions will be coordinated by the Assistant Director (Quality & Performance) and / or Chief Executive. Where matters involve the Chief Executive then these will be referred to the SLH Chair with external support. Where it involves the Chair then this will be investigated by the Chief Executive with external support. There may also be cases which have also been referred to the media or MP's which require to be completed sooner than the normal process allows e.g. where there is high reputational risk.

Stage 2: Director or Assistant Director Review

On receipt of a request for review the Director or Assistant Director will;

- Log the request on the Civica Cx Feedback module: an acknowledgement will be sent within 2 working days of receipt of the request by the Complaints Administrator,
- Review the case, carrying out appropriate investigations, requesting information and interviewing those people involved, including where appropriate the complainant,
- When the complaint has been dealt with, Civica Cx Feedback module must be updated,
- Write or email to the customer giving the findings of the review within 15 working days of receipt of the request if possible (or with further acknowledgement that the complaint is still being dealt with) and notify the customer of the right to appeal.

If the customer is not satisfied with the answer they receive, they have the right to appeal to the Board of SLH or to the Tenant Complaints Panel. Appeals to the Board or Tenant Complaints Panel must be submitted to the Chief Executive within 28 days of the response being sent. *Appeals may be refused as determined by the Chief Executive if the matters raised by the complainant have already been dealt with by the Stage 2 Investigating Manager. Complainants must set out in their opinion why the matter(s) have not been addressed sufficiently in their opinion and clearly identify how the complaint could be remedied at Stage 3 via the Board Panel Review.*

Stage 3: Board Panel Review

On receipt of the appeal the Chief Executive will;

- Acknowledge receipt of the request within 5 working days and confirm whether the appeal meets the requirements of a Stage 3 Panel Review e.g. Appeals may be refused if the matters raised by the complainant have already been dealt with adequately by the Stage 2 Investigating Manager, as determined by the Chief Executive. Complainants must set out why the matter(s) have not been addressed sufficiently and clearly identify how the complaint could be remedied at Stage 3,
- Establish a Complaints Panel of 3 SLH Board Members (at least two of whom will have received training),
- Agree a suitable date for the Hearing Meeting, and
- Invite the complainant to the Stage 3 Hearing Meeting to present their case.

The Board Panel will carry out a review of how the complaint has been handled, taking into account:-

- All the details provided by the complainant in support of their case;
- The circumstances behind the decisions made by SLH's employees in response to the complaint, including any supporting documents provided by them;
- Whether or not the complainant has been treated fairly;

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- Whether they have experienced any unreasonable delays; and
- The relevant policies and procedures of SLH;

The Board Panel has 3 possible outcomes which will be confirmed in writing to complainants after the conclusion of the complaint panel hearing;

- Advise if procedures have been adhered to and if not recommend conciliatory action, compensation and lessons learned to the Chief Executive. The Board Panel can suggest compensation amounts to be confirmed in consultation with the Chief Executive. The Panel has no remit to investigate disciplinary matters and these will be referred to the SLH HR Manager,
- Advise where there is no case to answer and / or SLH has reached the right conclusion at stage 2, or
- Advise that there is nothing that the Board Panel can do except to advise that the customer can contact another Designated Person or the Housing Ombudsman Service if they are not satisfied.

The Board Panel will complete an investigation report and will provide a written copy to the complainant of their decision within 21 working days of the agreed Board Panel meeting date. When the complaint has been dealt with, Civica Cx Feedback module must be updated.

Tenant Complaint Panel

In accordance with the Localism Act, 2011 complainants may wish to refer their complaint for investigation to the Tenants' Committee Complaints Panel. The Panel will receive appropriate training and support to investigate a complaint and to adhere to data protection protocols. This can include an SLH member of staff or an Independent Tenant Advisor.

The Tenants' Committee will agree the Complaints Panel membership at the AGM. The Complaint Panel has no remit to investigate disciplinary matters and these will be referred to the SLH HR Manager. The Tenant Complaint Panel will be registered with the Housing Ombudsman.

On receipt of the appeal the Assistant Director will;

- Acknowledge receipt of the request within 5 working days and confirm whether the appeal meets the requirements of a Tenant Complaint Panel Review e.g. Appeals may be refused if the matters raised by the complainant have already been dealt with adequately by the Stage 2 Investigating Manager, as determined by the Tenant Complaint Panel. Complainants must set out why the matter(s) have not been addressed sufficiently and clearly identify how the complaint could be remedied at Stage 3,
- Agree a suitable date for the Tenant Complaint Panel meeting (at least two of whom will have received training), and
- Invite the complainant to the Tenant Complaint Panel to present their case.

The Tenant Complaint Panel will carry out a review of how the complaint has been handled, taking into account:-

- All the details provided by the complainant in support of their case;
- The circumstances behind the decisions made by SLH's employees in response to the complaint, including any supporting documents provided by them;
- Whether or not the complainant has been treated fairly;
- Whether they have experienced any unreasonable delays; and

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- The relevant policies and procedures of SLH;

The Tenant Complaint Panel has 3 possible outcomes which will be confirmed in writing to customers at the conclusion of the complaint panel hearing;

- Advise if procedures have been broken and make recommendations to the Chief Executive. The Panel has no remit to investigate disciplinary matters or compensation amounts and these will be referred to the Chief Executive,
- Advise where there is no case to answer and / or SLH has reached the right conclusion at stage 2, or
- Advise that there is nothing that the Tenant Complaint Panel can do except to advise that the customer can contact the Housing Ombudsman Service if they are not satisfied.

The Tenant Complaint Panel will complete an investigation report and will provide a written copy to the complainant of their decision within 21 working days of the agreed Tenant Complaint Panel meeting date. When the complaint has been dealt with, Civica Cx Feedback module must be updated.

Stage 4: Housing Ombudsman Review

Complainants who are not satisfied with the outcome will be advised that it is their right to make a formal complaint to the Independent Housing Ombudsman. They will be given details on how to proceed by the Chief Executive when a final decision has been made by SLH. Complainants will have to wait 8 weeks unless they have completed the Tenant Complaint Panel Stage or the complaint has been referred by a district councillor of MP (the Localism Act allows any MP to act on a the tenants' behalf, also known as the 'democratic filter').

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Summary of the SLH Complaints Procedure

Stage 1: Manager Review

Acknowledged within 2 working days
Full reply within 5 / 10 working days

Customers can appeal against the decision of the manager, this will be reviewed by a senior person

Stage 2: Director / Senior Manager Review

Acknowledged within 2 working days
Full reply within 15 working days

Customers can decide either to refer their complaint to a Board Panel or Tenant Complaint panel

Stage 3A: Board Panel Review

Acknowledged within 5 working days
Full reply within 21 days of hearing date

Stage 3B: Tenant Complaint Panel Review

Acknowledged within 5 working days
Full reply within 21 days of hearing date

Customers can then refer their case to the Housing Ombudsman if they are still dissatisfied

Stage 4: Housing Ombudsman Review

Supporting notes

The Complaints Procedure has been designed to ensure that complaints are resolved at the earliest opportunity and in most cases, this will be concluded at Stage 1. There are several stages should the customer continue to be dissatisfied.

If a customer is not satisfied with the answer they receive at earlier stages of the complaints process (stages 2 and 3), then they have the right to appeal to the Board of SLH or to the Tenant Complaints Panel. Appeals to the Board or Tenant Complaints Panel must be submitted to the Chief Executive within 28 days of the response being sent.

Appeals may be refused as determined by the Chief Executive if the matters raised by the complainant have already been dealt with by the Stage 2 Investigating Manager. Complainants must set out in their opinion why the matter(s) have not been addressed sufficiently in their opinion and clearly identify how the complaint could be remedied at Stage 3 via the Board Panel Review or Tenant Complaint Panel Review.

Persistent or Vexatious Complainants

Criteria for Determining Persistent or Vexatious (Unreasonable) Complainants

Complainants (and/or anyone acting on their behalf) may be deemed to be persistent or vexatious where previous or current contact with them shows that they meet *one* of the following criteria:

1. Persist in pursuing a complaint where SLH's complaints process has been fully and properly implemented and exhausted.
2. Persistently change the substance of a complaint or continually raise new issues or seek to prolong contact by continually raising further concerns or questions whilst the **original** complaint is being addressed. (Care must be taken, however, not to disregard new issues which are significantly different from the original complaint as they need to be addressed as separate complaints.)
3. Are repeatedly unwilling to accept documented evidence given as being factual or deny receipt of an adequate response in spite of correspondence specifically answering their questions or do not accept that facts can sometimes be difficult to verify when a long period of time has elapsed.

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4. Repeatedly do not clearly identify the precise issues which they wish to be investigated, despite the reasonable efforts of SLH to help them specify their concerns, and/or where the concerns identified are not within the remit of SLH to investigate.

5. Regularly focus on a trivial matter to an extent which is out of proportion to its significance and continue to focus on this point. It is recognised that determining what a trivial matter is can be subjective and careful judgement and a second person moderator will be used in applying this criteria.

6. Have threatened or used physical violence towards employees at any time. This will, in itself, cause personal contact with the complainant and/or their representative to be discontinued and the complaint will, thereafter, only be continued through written communication. SLH has determined that any complainant who threatens or uses actual physical violence towards employees will be regarded as a vexatious complainant. The complainant will be informed of this in writing together with notification of how future contact with SLH is to be made.

7. Have, in the course of addressing a registered complaint, had an excessive number of contacts with SLH – placing unreasonable demands on employees. A contact may be in person, by telephone, letter or email. Judgement will be used to determine excessive contact taking into account the specific circumstances of each individual case.

8. Have harassed or been verbally abusive on more than one occasion towards employees dealing with the complaint. Employees recognise that complainants may sometimes act out of character in times of stress, anxiety or distress and will make reasonable allowances for this. *Some complainants may have a mental health disability and there is a need to be sensitive to this.*

9. Make unreasonable demands on SLH and its employees and fail to accept that these may be unreasonable, for example, insist on responses to complaints or enquiries being provided more urgently than is reasonable within SLH's complaints procedure or normal recognised practice.

10. Make unreasonable complaints which impose a significant burden on the human resources of SLH and where the complaint:

- clearly does not have any serious purpose or value; or
- is designed to cause disruption or annoyance; or
- can otherwise fairly be characterised as obsessive or manifestly unreasonable.

In these circumstances SLH will just say no.

11. Make repetitive complaints and allegations which ignore the replies which SLH members of staff have supplied in previous correspondence.

Options for Dealing with Persistent or Vexatious (Unreasonable) Complainants

An SLH Director will decide if someone meets the criteria and they may involve a second-person moderator such as an Assistant Director. The decision justification will be documented and dated (with a review date of 6 months) recorded confidentially on the Civica Cx system.

The options below can be used singularly or in combination depending on the circumstances of the case and whether the complaint process is ongoing or completed.

1. A letter to the complainant setting out responsibilities for the parties involved if SLH is to continue processing the complaint. If terms are contravened, consideration will then be given to implementing other action as indicated below.

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2. Decline contact with the complainant, either in person, by telephone, by letter, by email or any combination of these, provided that one form of contact is maintained. This may also mean that only one named member of staff will be nominated to maintain contact (and a named deputy in their absence). The complainant will be notified of this person.

3. Notify the complainant, in writing, that SLH has responded fully to the points raised and has tried to resolve the complaint but there is nothing more to add and continuing contact on the matter will serve no useful purpose. The complainant will also be notified that the correspondence is at an end, advising the complainant that they are being treated as a persistent or vexatious complainant and as such SLH does not intend to engage in further correspondence dealing with the complaint.

4. Inform the complainant that in extreme circumstances SLH will seek legal advice on persistent or vexatious complaints.

5. Temporarily suspend all contact with the complainant, in connection with issues relating to the complaint being considered persistent or vexatious, while seeking advice or guidance from SLH's solicitor or other relevant agencies such as the Housing Ombudsman or SLH Auditors.

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Employee Guidance on Handling Complaints

Do:

- give your name
- pursue their 'complaint'
- tell the person what will happen next
- act quickly
- record the complainant's details eg name, address
- record all the facts
- make notes and listen
- try to discuss things face-to-face or over the telephone
- accept complaints in any form
- stay calm even if the complainant is angry
- be sympathetic
- take the complainant seriously
- be honest
- let the person have their say
- apologise if a mistake has been made

Don't:

- argue with the complainant
- get into a blame conversation
- undermine South Lakes Housing or blame other departments
- pass the complainant to another telephone number/staff member
- accept abuse from a complainant eg swearing
- ask them to complain in writing or in person or come back later
- deter people from making a complaint about your section/department
- consider the complainant as a personal critic
- use jargon or 'bureaucratic speak' when writing back to the complainant

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Complaints Compensation Claim Form

Name: _____

Address: _____

Post Code: _____

Complaint Reference Number: _____

Please state the reasons for your claim. **Attach any receipts, or other evidence that you think may help your request.**

Please sign and date this form before returning.

Please attach additional sheets if required.

Signed:

Date:

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