

HORTON HOUSING ASSOCIATION
COMPLAINTS POLICY & PROCEDURE

SUMMARY

If you are not happy please tell us.

- You just need to tell a member of staff or a manager.
- They will try to sort things out straight away.
- If we can't sort things out straight away we will contact you within 3 days to say we have received your complaint and tell you who is dealing with it.
- We will try our best to sort the complaint out within one week. If we can't do this we will explain to you why and tell you when we think we have sorted things out – within 10 working days.
- If you are not happy about the outcome of your complaint please tell us and a senior manager will look at your complaint again. They will give you a decision within 10 days.
- Someone from Horton will offer to support you through every step of making a complaint or help you get an advocate if you prefer someone from outside.
- You can also complain to some organisations outside Horton.

Everything is explained below and in the Client Handbook.

1. INTRODUCTION

- 1.1 Horton Housing Association (HHA) takes pride in offering high quality services. We believe we achieve this most of the time.
- 1.2 When we do receive negative feed back or complaints or we are committed to learning from them and using them to improve service delivery.
- 1.3 This Policy and Procedure should be widely publicised and available to all clients and stakeholders e.g. client induction and handbook, notice boards etc.

- 1.4 Staff will explain the Policy and Procedure verbally to all new clients and anyone else who wishes to use it.
- 1.5 Alternative formats can be made available on request.
- 1.6 If a person making a complaint needs anyone with them to translate or interpret Horton will try to arrange this service with their agreement.
- 1.7 'Compliments, Complaints, Comments' postcards are available to clients and other stakeholders to send back to us at any time.
- 1.8 **If we are getting it right please let us know.**
- 1.9 In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation. We train our staff in how to recognise and respond to complaints.
- 1.10 **If you are not happy with Horton Housing Association please tell us.**
 - If you are unhappy about any HHA service, please speak to the relevant staff member or manager.
 - If you are unhappy with an individual in HHA sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or another manager in the Association.
 - Making a complaint will not adversely affect a client's support or the way they are treated.
- 1.7 Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within 1 week. *(See Stage 1 below)*
- 1.8 Please tell us about your complaint as soon as possible to enable us to investigate it. Delays in telling us about complaints can mean that information and witnesses are no longer available and the investigation is unable to be concluded. For example, the Association only keeps paper records for a limited time and then they are destroyed.
- 1.9 ***Please note: there are separate and specific procedures for dealing with complaints in relation to Abuse and Harassment. This procedure should not be used for complaints of this type.***

2. AIMS OF THE COMPLAINTS PROCEDURE

- 2.1 The procedure aims to provide clear and concise guidance to staff, clients and any other stakeholder on complaints handling. It aims to progress complaints in 3 stages each escalating to a more senior level of staff.

It aims to be transparent and accessible for everyone who has a stake in the Association – clients, applicants, referral and partner agencies, relatives and other stakeholders involved with the Association.

3. MAKING A COMPLAINT

3.1 Stage 1 - Informal Stage

This stage aims to sort out minor problems as quickly as possible. It involves informal discussion between you and staff. If you wish to bring someone with you to explain your problem or complaint please do. You should be advised of your right to make a formal complaint if you so wish and informed of your rights under the Complaints Policy & Procedure.

3.2 Stage 2 - Formal Stage

If you are not happy with the outcome of Stage 1 you should register a formal complaint. This can be done verbally or in writing. Staff can provide information and assistance or help to find someone else to do this. A list of advocacy agencies is provided at Appendix 2.

The Manager of the scheme will have initial responsibility for dealing your complaint and making sure proper records are kept. Where the complaint involves them their manager will have responsibility for dealing with it.

All formal complaints will be logged and you will receive a written acknowledgement within 3 working days.

Our aim is to investigate your complaint properly and give you a reply within 10 working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

At the end of the investigation you will be told the reasons for the decision and action to be taken, if any.

3.3 Stage 3 - Review Stage

If you are not satisfied with the response to Stage 2, you can ask for the complaint to be reviewed.

A member of the Senior Management Team will undertake the review.

The review must investigate the complaint and report in writing to you within 10 working days.

You will be told the reasons for the decision and action to be taken, if any.

4. THE ROLE OF THE REGULATORY BODIES

If you wish to make a complaint outside Horton Housing Association's internal Complaints Policy & Procedure or if you have exhausted it and are still not satisfied you can complain to an outside body (see below).

4.1 Services Registered by the Care Quality Commission (e.g. Oak Mount)

You can complain directly to the:

Care Quality Commission (CQC)
North Eastern Regional Contact Team
St Nicholas Building
St Nicholas Street
Newcastle upon Tyne
NE1 1NB

Tel: 0191 233 3300
Fax: 0191 233 3301
Email: enquiries.northeastern@cqc.org.uk
Web: www.cqc.org.uk

4.2 Services Involving a Contractual Relationship with Bradford Social Services (e.g. Community Support Agency)

If you are not satisfied with the outcome of the Complaints Procedure you can contact:

The Complaints Officer
FREEPOST BD 2400
Bradford Social Services
Olicana House
Chapel Street
BRADFORD
BD1 1BR

Tel: 01274 432987

4.3 Services Involving a Housing Association registered with the Tenant Services Authority – *Housing Management Related Issues Only*

(e.g. Accommodation based schemes)

If you are not satisfied with the outcome of this procedure you can complain to the appropriate Registered Social Landlord (RSL).

Complaints must be in writing and are limited to breach or non-performance of obligations set out in the Occupancy Agreement supplemented by the "Tenants Charter".

If still dissatisfied after the RSL's Complaints Procedure has been exhausted, you have the right to refer the matter to the Housing Association Ombudsman Service.

4.4 Services funded by Supporting People

Bradford	Kirklees
Supporting People Team City of Bradford Metropolitan District Council 6th Floor, Olicana House 35 Chapel Street Little Germany Bradford, BD1 5RE Tel: 01274 434500 Fax 01274 437320 Supporting.people@bradford.gov.uk	Kirklees Supporting People Team Strategic Housing options 4th Floor Civic Centre 1 Huddersfield HD1 2NF Tel: 01484 221271 supporting.people@kirklees.gov.uk
Calderdale	North Yorkshire
Supporting People 2nd Floor Northgate House Halifax HX1 1UN Tel: 01422 392645. spteam@calderdale.gov.uk	Supporting People Team North Yorkshire County Council Adult and Community Services Adult and Community Services Room 207, County Hall Northallerton DL7 8DD United Kingdom supporting.people@northyorks.gov.uk Tel: 0845 034 9498 Fax: 01609 532025

4.5 Services involving a Health body e.g. Primary Care Trust etc.
(e.g. Some services within the Community Support Agency or Bevan House)

You can complain to Patient Advice and Liaison Services (PALS) by contacting NHS Direct on 0845 46 47 or contacting your local hospital, GP surgery, or health centre. Alternatively contact Independent Complaints Advocacy Services (ICAS) Yorkshire and Humberside 0845 120 3734

5. MONITORING AND EVALUATION

- 5.1 The Services Manager will maintain a log of all formal complaints and produce regular reports on complaints received to the Management Board.
- 5.2 This procedure will be evaluated annually in accordance with Appendix One. This includes asking whether there is sufficient awareness of the Policy & Procedure and any barriers to complaints being made.

Appendix 1

Evaluation of Complaints Policy

REPORT OF:	INFORMATION PROVIDED:	FREQUENCY:	WHO RESPONSIBLE:	INTENDED AUDIENCE:
1. Statistical monitoring	Statistical on the operation of the procedure	Annual report	Services Manager	Managers, Senior Management Team, Board and Stakeholders
2. Outcomes of reviews	Collation of number of cases reviews, outcomes & analysis of patterns, trends & implications for policy and practice, including actual or recommended improvements to service delivery as a result of complaints.	Annual report	Services Manager	Managers, Senior Management Team, Board and Stakeholders
3. Policy and service audit	Examination of how policies, procedures and practices are working, including anything that would inhibit complaints, staff awareness, and staff perceptions of complaints.	Annual	Services Manager/Housing & Floating Support Groups	Managers, Senior Management Team, Board and Stakeholders
4. User survey	Collation and analysis of user, stakeholder and staff views on the procedure over the previous year.	Annual	Services Manager/Housing & Floating Support Groups	Managers, Senior Management Team, Board and Stakeholders
5. Annual progress report	Overview of the operation of the procedure over the previous year. An overarching report linking 1 – 4 above.	Annual	Managers, Senior Management Team, Board and Stakeholders	Managers, Senior Management Team, Board and Stakeholders

--	--	--	--	--

Appendix 2

Advocacy Services

- Bradford – Choice Advocacy 01274 391691
CHAS – 01274 726790 & 01274 731909
Bradford & Airedale Advocacy Group, Rooms 22-28, 1st Floor, the Tradeforce Building, Cornwall Place Bradford
BD8 7JT
Tel: 01274 770118 (for clients with mental health problems).
Keighley Volunteer Bureau, 8-10 North Street Keighley BD21 3SE
Tel: 01535 6111092**
- Kirklees - North Kirklees MIND, MIND Building, Old Westgate Dewsbury
West Yorks WF13 1BL.**
- North Yorks (Scarborough) – Advocacy Alliance, Allatt House, 5 West Parade
Scarborough YO12 5ED Tel: 01723 363910**
- North Yorks (Selby) – Selby District Advocacy, Unit 26, Ousegate Business Centre, Ousegate, Selby, YO8 4NN Tel: 01757
290096**
- Calderdale – DART, Harrison House, 10 Harrison House, Halifax HX1 2AF**
- Advocacy Support Ltd, 267 Roundhay Road, Leeds LS8 4HS. Tel; 0113 235 1877. Email; info@advocacysupport.org**