

HORTON HOUSING ASSOCIATION

COMPLAINTS POLICY & PROCEDURE

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 This Policy and Procedure should be widely publicised and available to all clients and stakeholders e.g. client induction & handbook, notice boards etc.
- 1.3 If the person making the complaint needs any one with them to translate or interpret Horton will arrange this service with their agreement
- 1.4 **If we are getting it right please let us know.**
- 1.5 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.
- 1.6 **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.
- 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.
- 1.8 ***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 both 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 & partner agencies, 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.

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. If your complaint is dealt with we will ask you in a few months if everything is still working for you.

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 Housing Corporation – *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
SP Manager 6th Floor Olicana House Chapel Street Bradford BD1 5RE Tel: 01274 431271	SP Manager 4th Floor Oldgate House 2 Oldgate Huddersfield HD1 6QW Tel: 01484 221721
Calderdale	North Yorkshire
SP Manager Community Services Directorate Housing & Community Support Services 2 nd Floor Northgate House Halifax HX1 1UN Tel: 01422 392384	Supporting People Team St James Lodge Picks Lane Thirsk North Yorkshire YO7 1PS Tel: 01609 536897 Fax: 01845 525204

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

You can complain to Patient Advice and Liaison Services (PALS) by contacting NHS Direct on 0845 46 47 or 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.

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.	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	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