

COMPLAINTS POLICY

1. Context, aims and scope of this policy.

We are committed to providing a high-quality service to residents and others who access our service. We recognise that while most concerns can be resolved quickly and easily, occasionally a formal process is needed. We welcome suggestions and comments from residents, their families, and representatives, to help improve the services we provide. Feedback gives us the opportunity to learn about our strengths, understand our weaknesses and is key to ensuring that we consistently meet a high standard of service.

This policy aims to:

- ensure that all complaints are handled promptly, fairly, consistently, and confidentially (in line with data protection regulations)
- be clear about who is responsible for complaints at each stage, ensuring that designated individuals are not the subject of the complaint and that, as the complaint is escalated, it is dealt with by a more senior member of the Society. In particular, the Chair will not usually be involved at Stage 1.
- ensure records are kept of all complaints and prompt review of their handling in order to drive improvement.
- ensure details of complaints are provided to residents and included in our annual report.
- 'put things right' where a complaint identifies that we have failed to deliver a service to the expected standard.

This Policy is intended to cover current and prospective residents and their representatives but, with the exclusions below* also applies to any stakeholder who wishes to make a complaint about our Society. Complaints should be made as soon after the event as possible (or came to the attention of the complainant), and ideally within 12 months.

If the complainant expresses a desired outcome that we believe to be unreasonable, we will explain our position at the outset, while continuing to investigate.

If a complaint is accompanied by inappropriate behaviour, we will seek to manage this behaviour separately in line with the Equality Act 2010.

*The following are excluded from the scope of this policy:

- resident complaints about another resident, for example of bullying or harassment, or
- complaints about a resident from someone outside the Society. These are dealt with in line with our Professional, Ethical and Legal Boundaries Policy.
- Staff complaints, which are dealt with in line with our Staff Disciplinary and Grievance Policy.

- complaints about something for which our Society is not responsible (for example, care a resident receives from an external agency). With permission, we will share such concerns with the relevant organisation or signpost the complainant to the organisation's complaints procedure.
- complaints already subject to legal proceedings or relating to an issue likely to be dealt with by our insurers.

Where there is doubt about which policy is applicable, the Chair will make a decision.

When a decision is taken not to accept a complaint, an explanation will be provided to the resident stating why it is not suitable for the complaint's procedure. The resident will then be informed of their right to take that decision to the Housing Ombudsman.

2. Defining a Complaint

The term complaint is defined here as:

'an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.'

We recognise that the word complaint does not have to be used in order for it to be treated as such. This policy is intended for residents but also covers an expression of dissatisfaction by any stakeholder affected by the standard of service, actions, or lack of action by our Society. Conversely, a request for a service is not in itself a complaint – it is only where the request for service is not dealt with adequately or within a reasonable timescale that it would become a complaint. In the event a complaint is raised, all efforts to address the service request must be continued.

3. Our Complaints Process

Our Society aims to make it easy for residents or their representative, and stakeholders to make a complaint by offering a choice of channels that can be used and ensuring that the Society's policy is publicised by:

- Displaying information on the complaints process on the noticeboard
- Giving information on the complaints process to residents on admission
- Putting information on the complaints process on the Society website

Where a resident or their representative is dissatisfied with any aspect of the service provided by our Society, the first course of action should be to raise the problem directly with the House Manager or individual concerned. We will try to resolve the issue informally on the day it is raised, and, in most cases, will be able to do so quickly and satisfactorily. The Residents must be given the opportunity to have their representative with them, in any meetings that take place regarding their complaint.

Where an individual is having difficulty in making a complaint, we will make all reasonable adjustments to assist the complainant in registering the complaint.

At all stages, please provide contact details, details of the complaint and any suggestions you may have for resolving the complaint. Anonymous complaints will be investigated under the same

procedure; however, it is better where contact details are provided so that we can inform the complainant of the outcome of our investigation.

Complaints received via social media will receive a generic response and be passed to the House Manager to be addressed through the standard procedure. Where the complaint is made publicly on social media, confidentiality cannot be protected.

Where the issue raised cannot be resolved informally, a formal complaint can be made using the procedure below.

Stage 1: Investigation

Complaints can be made:

- In person or via a representative to Elaine Van-Orden, the Complaints Officer at Abbeyfield Buckland Monachorum Society.
- By email, to Elaine Van-Orden, the Complaints Officer at Abbeyfield Buckland Monachorum Society.
- By telephone to Elaine Van-Orden, the Complaints Officer at Abbeyfield Buckland Monachorum Society.
- By post, address to Elaine Van-Orden, the Complaints Officer at Buckland Monachorum Society.

If the complaint relates to the Executive Chair complainants may contact the Society Chair. A form is included with this policy for complaints to use to record their complaint, if desired.

We will log details of the complaint and acknowledge it in writing to the complainant within **5 working days** of receipt.

At the commencement of the investigation, the person handling the complaint will set out their understanding of the complaint and the outcomes the resident is seeking.

An investigation will be conducted and a full written response, including any actions planned, will be provided within **10 working days**, which may be extended by a further **10 working days**, where necessary, subject to agreement with the complainant. At this point, the resident must be provided with details of the Ombudsman.

Where additional complaints are raised during the investigation, these must be incorporated in the Stage 1 response if they are related to the stage 1 investigation and a response has not yet been issued. Where a stage 1 response has been issued, the new issues are unrelated to the issues already being investigated, or it would unduly delay the response, then the new issues must be logged as a new complaint.

The complainant will be asked if their complaint is resolved and if they are happy with the way in which it has been dealt.

If the complainant remains dissatisfied, they may escalate the complaint to **stage 2** by notifying Executive Committee Member Keith Topham, in person or using the contact details above.

Stage 2: Review

When a complaint is escalated, the complaint and its Stage 1 investigation will be subject to a full review by the Executive Committee Member, Keith Topham.

Details that the complaint has been escalated will be logged and acknowledged in writing to the complainant within **5 working days** of receipt.

At the commencement of stage 2, the Executive Committee Member, Keith Topham, will set out their understanding of the complaint and the outcomes the resident is seeking.

We will provide a full written response within **20 working days** from the request to escalate. Where this is not possible, an explanation will be given and an agreement reached to extend the response period by no more than a further **10 working days**. At this point, the resident must be provided with details of the ombudsman. The complainant will be informed that the response following Stage 2 concludes the Society's internal complaints procedure.

4. After conclusion of our complaint process

England

The Society is registered with the Ombudsman service – Housing.

The complainant can be referred to the Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ (Tel: 0300 1113000, website: www.housing-ombudsman.org.uk).

A complainant is required to wait eight weeks following the conclusion of the Society's complaints process before taking the complaint to the Ombudsman directly. They may choose to refer the complaint to a 'Designated Person' (such as their MP or local councillor) during this time to help them resolve the complaint or refer the complaint to the Housing Ombudsman on their behalf.

Our Society will co-operate with the Ombudsman during any investigation and comply fully with the resulting final decision, which will be binding.

There is no requirement to have a complaint ongoing, in order to seek advice from the Ombudsman Service.

5. Putting things right

Where we have failed to deliver a service to the expected standard we will seek to resolve the complaint and to 'put things right' – this may include an apology, acknowledging where things have gone wrong, providing an explanation, assistance or reasons, taking corrective action, including, where appropriate, changes to policies and procedures and making a compensation payment. Any significant findings will result in a review and any lessons learned will be recorded.

6. Reporting on Complaints

The Board of Trustees have access to full records of any complaints received at the Society. A self-assessment to review the volume, outcomes, complainant satisfaction and compliance with timeframes will be undertaken on an annual basis.

Legislation requires that details of the number, content and results of complaints received are to be shared with residents and published in the Annual Report.

7. Changes since last version of this Policy

The 2020 version was substantially updated in line with the Ombudsman's Code, with changes to time limits, stages and how complainant behaviour will be managed as required.

On review in 2024, note that in 6. Reporting on Complaints, it is now a regulatory requirement rather than recommendation. There are no other significant changes.

Your Complaint	
Please fill in this form and provide it to it to The House Manager or our Complaints Officer	
Name	
Address for reply	
Phone number	
Address of your home (if different from above)	
In the space below, please tell us about the service or event you are commenting on or complaining about, when the incident happened, who was involved and so on. Please provide as much information as possible to help us consider all of the facts and respond quickly.	
Signature	Date

If you would like us to send a copy of this form to someone else who may be able to help sort out your complaint, please enter their contact details overleaf.