



New Park Village Tenant Management Cooperative

Complaints Policy

Introduction

Under the terms of our Modular Management Agreement with the City of Wolverhampton Council New Park Village Tenant Management Cooperative must have a policy detailing how we respond to complaints with clear procedures we will follow when investigating a complaint. The TMC recognises the importance of having an effective Complaints Policy in place that ultimately ensures complaints are dealt with fairly, efficiently, and effectively.

This document, our Statement of Policy and Procedures describes how we will respond to complaints we receive.

This statement includes a description of our Complaints Procedure. This is a formal procedure that sets out how our staff will respond to a complaint.

When our customers express dissatisfaction with any of the services we provide, we welcome and value the opportunity to address their concerns and aim to resolve their complaint with minimal formality. We recognise that effective resolution of complaints will help us to:

- Respond to complaints in a timely and cost-effective manner.
- Boost our members confidence in the TMC's administrative policies.
- Consider complaints as a tool to improve our services, staff, and complaint handling.

In addition, we want to know when our customers are happy with a service they receive and encourage positive feedback.

This is a single document that shows both policy and procedural statements for clarity.

Policy & Procedure

1. Complaint Definition

A complaint is defined 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.

A request for service is not a complaint; complaints are about situations when the tenant making the complaint thinks that things have gone wrong, this will not have to be termed by the customer as a complaint but will be dealt with inline with the organisations Complaints Policy.

2. Who Can Make A Complaint

A resident or member of the TMC can make a complaint for themselves or on behalf of another person(s) when consent has been granted by that person. Complaints can also be made by a Designated Person(s) as defined by the Localism Act 2011. A Designated Person can be an MP, Local Councillor, or a Committee Member; they can act on your behalf or help to resolve a complaint.

3. Vexatious Complaints

A vexatious complaint is a complainant who is pursuing a complaint which is entirely without merit and is made with the intention of causing inconvenience, harassment or expense to employees or committee members of the TMC. These complaints can either slow down the investigation of a complaint or be so time consuming to manage, that the behaviour interferes with proper consideration of the complaint.

Based on the circumstances and behaviour of the customer and their complaint, restrictive actions will be tailored accordingly. If a decision is taken to apply restricted access, we will write to the complainant to explain:

- Why the decision has been taken.
- What it means for their future contacts with the organisation.
- How long any limits will last.
- What the complainant can do to have the decision reviewed.

In any case where Harassment or any threat of violence occurs by the complainant, the complaint will be treated as vexatious and dealt with under TMC's anti-social-behaviour policy.

4. How To Make a Complaint

Complaints can be made.

- In writing addressed to 'The Chief Officer', New Park Village TMC, Ellerton House, Ellerton Walk, Wolverhampton, WV10 0UG.
- Via Facebook
- Through our website www.npv.org.uk
- Over the telephone on 01902552670
- By email ellertonhouse@npv.org.uk

5. Stage 1 of Our Complaints Process

We will acknowledge the complaint within five working days and this will be recorded and entered into our Complaints Monitoring Log. Where possible we will also call you to discuss your complaint and how we can work to resolve it. Once your complaint is received, we will also try to resolve the matter straight away.

We will respond to you fully within 10 working days from the day your complaint was received. If the investigation is going to take longer, we'll be in touch to let you know within 10 days of the complaint being received, with the reasons for the delay and to tell you when you can expect a full reply. Please note that if no response is received following the initial complaint, or within the timescales of each stage, the matter will be marked as 'resolved'.

6. Stage 2 of Our Complaints Process

Stage 2 will come into operation when a complaint cannot be resolved at Stage 1. The Chief Officer will convene and chair a panel of representative, one of whom must be a tenant who will review the decision made at Stage 1 and either uphold the decision or propose an alternative solution in writing to the complainant. The target for completion of this stage is 20* working days.

*The primary objective of this policy is to resolve complaints within agreed timescales. If required, an extension of 10 working days can be applied with the agreement of the complainant. Requests must be approved by the Chief Officer at Stage 1 and the Chair of the Board at Stage 2. All extensions must be evidenced and recorded on the Complaint Monitoring Log.

(The Officer dealing with the Stage 2 complaint must be of a higher management level than the member of staff member who dealt with the complaint at Stage 1)

7. Resolution of Complaint

A lack of response from the complainant at any stage will be recorded as 'resolved' once the target deadline date is reached. Reasonable adjustment will be applied if the complaint cannot respond within the target deadline, the customer should notify the TMC of this and give their reasons.

New Park Village TMC's Complaints Policy is designed to ensure that it meets its service obligations and tackles poor performance at the earliest possible stage. New Park Village TMC will always endeavour to provide reasonable explanations and propose reasonable solutions.

8. Compliments

New Park Village TMC values not only complaints it receives from customers, but also any 'compliments' about service delivery. It is good to know when services are being provided well and when changes in service delivery have made a positive impact on tenants. Each compliment is recorded, acknowledged with the customer, and reported to the management committee at monthly board meetings.

9. Promotions of the Service

The complaints policy and procedure will be publicised within the office, at the start of the new tenancies, on the organisations website and a copy will be always available in the office or by post on request. The information will emphasise that the aim of the Complaints Policy is to:

- Rectify problems where New Park Village TMC has failed to meet service standards.
- Explain policy decisions.
- Review service provisions based on an analysis of customer feedback.

10. Performance Monitoring and Targets

The aim is to resolve 100% of complaints at each stage of the process. Staff should be focused on resolutions at every stage, but particularly at Stage 1.

Complaints will be used to highlight service areas tenants are most dissatisfied with and aid in the prioritisation of service for investigation and improvement.

11. Wolverhampton City Council

At any time, the customer can take their complaint to the City of Wolverhampton Council either by submitting this in writing, or by telephoning 01902 551155 and asking for Corporate Complaints. The Council's Complaints Division will contact the TMC and inform them of the complaint and give the TMO the opportunity to resolve the matter. In this instance, a copy of the response would be sent to both our customer and Corporate Complaints.

12. Continuous Learning and Improvement

New Park Village TMC have a positive complaint handling culture and use complaints as an opportunity to learn and improve our relationship with members. We proactively use learning from complaints to revise policies and procedures, to train staff and contractors and to improve communication with our members.

At each stage of the procedure, we will act with accountability, transparency and provide feedback to residents where we have failed, and the actions taken to learn and improve. Learning and improvement from complaints will also be included in our Annual Report.

We are a tenant led cooperative and value the importance of resident involvement. Committee Members are fully compliant in the organisation's Complaints Policy and procedure and included in stage 2 panel hearings as part of the dispute resolution process, where appropriate.

At closing stage, the complainant will be asked to complete an online survey to enable the TMC to gather feedback for future and continuous improvement.

13. Housing Ombudsman

At any point a complainant can refer their complaint to the Housing Ombudsman Service via the contact details set out below:

- In writing to The Housing Ombudsman, Exchange Tower, Harbour Exchange Square, London, E14 9GE
- Via the organisations website: www.housing-ombudsman.org.uk/residents/make-a-complaint
- Telephone: 0300 111 3000
- Email: info@housing-ombudsman.org.uk