



Complaints and Compliments Policy and Procedure

1 Introduction

- 1.1 We aim to deliver a good quality service and positive customer experience. If we don't meet our service standards, we'll:
 - Apologise
 - Accept responsibility
 - Acknowledge your expectations
 - Put things right when they're in our control within reasonable timescales
 - Keep you informed
 - Listen to you to improve what we do.
- 1.2 This Policy sets out a consistent and fair approach to responding to complaints from tenants, customers, and stakeholders, which aims to resolve issues at the earliest opportunity.
- 1.3 We've developed this Policy in accordance with the [Property Redress Scheme \(PRS\)](#) our statutory and legal duties.
- 1.4 The Property Redress Scheme is a consumer redress scheme authorised by the Department for Communities and Local Government ("DCLG") and by the National Trading Standards Estate Agency Team to offer redress to consumers of Lettings, Property Management and Estate Agents. It is also open to other Property Professionals to show they are committed to providing excellent customer service and improving standards within their area of interest in the property industry.
- 1.5 A Redress Scheme is a scheme which allows consumers to escalate a complaint they have against the member of the scheme. The main purpose of the redress scheme is to resolve or settle unresolved complaints from consumers who have suffered a loss as a result of the actions of the member. It is an alternative to using the Courts and the complainant must have exhausted the Member's internal complaints process before contacting the redress scheme.
- 1.6 This Policy does not apply to Customers of properties managed by Managing Agents, who have their own policies



- 1.7 The terms 'you' and 'your' in this Policy mean tenants, customers, or stakeholders. The terms 'we', 'our' and 'us' mean Rolig Homes.
- 1.8 You can contact the PRS for advice at any point throughout our process. See Section 10 for details.

2 What is a complaint and what is a service request

- 2.1 We've adopted the Housing Ombudsman's definition of a complaint and service request as follows:
 - **Complaint;** '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 customer or group of customers.'
 - **Service request;** 'a request from a customer to their landlord requiring action to be taken to put something right'.
- 2.2 When you first let us know about your concern, as a starting point we'll ask you what you'd like us to do to put things right. We can often resolve service requests, such as a missed appointment, immediately with an apology and by providing another appointment. We may be able to resolve this outside of our complaints process.
- 2.3 If we need to make further enquiries to resolve the matter, or if you ask us to, we'll log it as a complaint.

3 Who can make a complaint?

- 3.1 Anyone can make a complaint about the services we, or anyone working for us (e.g. contractors), provide.
- 3.2 However, you may only be able to escalate your complaint to the PRS if you have a landlord/customer relationship with us. This includes leaseholders and other customers with agreements to occupy premises with a member landlord/managing agent.
- 3.3 If you prefer, you can authorise someone else to make a complaint on your behalf i.e., an 'advocate'. This could be a friend/relative or representative from an external organisation (such as Citizens Advice). If you'd like an advocate to act on your behalf, let us know.



- 3.4 We treat complaints received through petitions or a group of customers in the same way as all other complaints. If helpful, we're happy to meet the petitioners or group. In terms of handling the complaint efficiently, we'll ask for a single point of contact to be nominated.
- 3.5 If the complaint escalates to a stage 2 review, we'll allow one other petitioner/customer to be involved.
- 3.6 We expect all customers to behave reasonably and cooperate with us throughout the process¹.

4 What can you complain about?

- 4.1 You can complain about our standard of service, actions or lack of action by us or anyone working for us (e.g. contractors) within six months of the issue happening. We may use our discretion to accept older complaints if there's good reason you hadn't raised it before.
- 4.2 If the problem is a reoccurring or ongoing issue, we'll consider any older reports as background to the investigation.
- 4.3 If you make a complaint and we complete our process, we're unlikely to accept another complaint about the same issue unless you provide new information. If you're unhappy with our decision, please see [section 8](#), which explains other options.
- 4.4 We won't accept new complaints that have already been investigated or are under investigation by the PRS.
- 4.5 There may be some circumstances where your complaint is better dealt with outside our complaints process. If this is the case, we'll provide an explanation setting out why and the action you can take. You'll be able to approach the PRS once you've received our decision.
- 4.6 Table 1 (Appendix A, page 9) provides examples of where we'll advise alternative action outside our complaints process. This list is not exhaustive.
- 4.6 If we decide not to accept a complaint, we'll provide an explanation setting out the reason why. If you're unhappy with our decision, you're able to approach the PRS for advice.



5 How you can contact us

5.1 There are a range of ways you can raise a complaint:

- Our website
- Phone
- Letter/email
- In person
- Via social media, where Rolig Homes has a profile.

If you need help in raising a complaint in another way, just let us know.

6 Social media

6.1 If you contact us with an enquiry or complaint on social media, we'll ask you to send us a private message with further details. We'll also ask for information to allow us to find you on our systems (e.g. name, address, contact details).

6.2 We'll never discuss anything sensitive or reveal personal information in a public message on our social media channels.

6.3 If the matter escalates to a complaint, we'll contact you away from social media in line with our usual complaints process.

6.4 We'll take your preferences into account when communicating with you and we'll make reasonable adjustments in line with the Equality Act 2010.

7 Our complaints resolution process – stage one

7.1 If you're unhappy with our response to your service request or wish to raise a complaint at stage one of our process, we'll contact you within five working days to:

- Acknowledge your complaint
- Establish full details of what's happened
- Find out how you'd like us to resolve it. We'll be clear where your desired outcome may be unreasonable or unrealistic, but we'll focus on what we can do.

7.2 If you raise multiple complaints at the same time, we'll provide you with one point of contact, where possible. If you raise further concerns when we've already issued a response, or it would unreasonably delay our response, we'll log it as a new complaint.



- 7.3 We aim to give you a full response within 10 working days of the acknowledgement date.
- 7.4 If, for any reason, we need more than 10 working days to respond to your complaint, we'll explain why and agree the response date with you. If we're not able to agree an extension, you can contact the PRS for advice. We'll continue with our investigation and provide a response within the extended timeframe.
- 7.5 We'll email our acknowledgement and formal response (unless you've requested a different communication method). Our response will confirm:
- The complaint stage.
 - Definition of your complaint
 - Our decision on the complaint
 - Reasons for our decision
 - Details of any remedy offered to put things right
 - Details of any outstanding or further actions required and how we'll monitor progress
 - Details of how to escalate your complaint to review stage if you're not satisfied with the outcome.
- 7.6 We may close your complaint if you refuse to engage with us to resolve the complaint, for example:
- Failing to respond to contact for a prolonged period and we've exhausted all methods of contact
 - Refusing to allow access to your home
 - Failing to provide information when requested within agreed timescales.

If we decide to close your complaint, we'll always confirm this in writing.

8. Unhappy with our decision? – Stage two

- 8.1 We'll explore if there's anything further we can do, or you can ask us to review your complaint at stage two of our Policy. You must request this within 20 working days of the date of our formal response. We may consider requests after this time at the discretion of the manager responsible for the service.
- 8.2 You must be clear about the reasons you remain dissatisfied with our reply and the outcome you'd like to resolve your complaint.



- 8.3 Within five working days of you contacting us, we'll acknowledge your request and confirm our understanding of the issues and outcomes you're seeking.
- 8.4 An appropriately trained and senior Rolig Homes staff member with no previous involvement in your complaint will conduct the review.
- 8.5 We'll contact you with our decision within 20 working days of your request to escalate to stage two.
- 8.6 If, for any reason, we need more than 20 working days to respond to your complaint, we'll explain why and agree the response date with you. If we're not able to agree an extension, you're entitled to contact the PRS for advice. We'll continue with our investigation and provide our response within the extended timeframe.
- 8.7 There may be occasions when we won't accept a request to review a complaint, for example if the outcome being sought isn't within our power or ability to deliver. In these cases, we'll write to you and explain why. We'll give the options available to you, including your right to contact the PRS.

See Table 1 (page 9) for examples of why we may not accept a request to review. This list is not exhaustive.

9. What if you disagree with the review decision?

- 9.1 You're able to contact the PRS at any point throughout your complaint for advice. Once you've exhausted our complaints process at stage two, you may ask the PRS to mediate or investigate the case on your behalf.
- 9.2 The PRS may not consider complaints that fall within the jurisdiction of another:
 - Ombudsman
 - Complaints-handling body (such as the Information Commissioner)
 - Regulator (such as the Regulator of Social Housing or Building Safety Regulator)

Appropriate referral will depend on the specific complaint. We, or the PRS, will signpost you to the relevant body as appropriate.

10. The PRS

- 10.1 You can find PRS contact details below, on our website, or at www.theprs.co.uk.



PRS
Premiere House,
1st Floor,
Elstree Way,
Borehamwood,
WD6 1JH.
Telephone: 0333 321 9418
Email: info@theprs.co.uk

11 Mediation

- 11.1 When we both agree it would be helpful in reaching a resolution, at any time during the process, we can invite an involved tenant (subject to availability) to visit you, with a staff member, to find a solution.
- 11.2 Another option (if we both agree) is to invite an independent mediator to help us find a solution.

12 Learning from complaints

- 12.1 We want to learn from complaints as this helps us improve our services. We have formal mechanisms in place to make sure we gather learning from complaints and use this insight to improve services. We'll share our learning from complaints with our tenants and include it in our Annual Report and on our website.

13 Compliments

- 13.1 We acknowledge the value of compliments. Feedback is always appreciated and passed on to relevant colleagues and the senior team as part of our reporting process and to inform best practice.
- 13.2 Compliments may be given directly to individual team members, over the phone, or via our website.
- 13.3 When a compliment is received, this should be seen as an indicator that we are providing a high standard of service. Any employee receiving compliments on behalf of Rolig's should ensure that they are passed on to others through the line management process.
- 13.4 All compliments received from an external source will be logged on Rolig's complaints and compliments log.



13.5 All customers and others affected by the activities of Rolig’s are welcome to express satisfaction or appreciation about our services, and we will use this feedback to support our learning and continuously improve our services.

14 Review

14.1 We will review this Policy to address legislative, regulatory, best practice or operational issues.

Policy Controls

Effective from	January 2024
Approved by	Chief Executive Officer
Approval date	January 2024
Policy owner & author	Chief Operating Officer

Version history			
Version no.	Date	Summary of change	Author and approver
1.0	Jan 24	New policy	Matt Smith, Chief Operating Officer



Appendix A – Advice of alternative action

Concerns raised	What action we will take
Where legal proceedings have been started. This is defined as a Claim Form or Particulars of Claim have been filed in Court.	Our solicitors will communicate directly with your legal representative, if you have one.
Service charge queries	<p>You can use our service charge dispute resolution process. A manager with knowledge of the service charges or scheme will look at your query.</p> <p>If you feel the services being delivered aren't to an acceptable standard, we'll consider this as part of our complaint process.</p>
Rent charges or increases	If you're dissatisfied with your rent charge or increase, the relevant person/team will respond to your enquiry.
Personal injury or third-party liability claims (including those against contractors)	You may need to contact your own insurance company, or we may refer these to our insurers.
Behaviour of our customers e.g. alleged anti-social behaviour	<p>We have a separate policy for dealing with anti-social behaviour (ASB).</p> <p>We'll consider complaints about the handling of your ASB case under our complaints process.</p>
Subject access requests	<p>If you have concerns about the content of your subject access request, you can contact us directly. You may also contact the Information Commissioner's Office (ICO).</p> <p>We can deal with other complaints about our handling of your request under our complaints process.</p>
Decisions made in accordance with our statutory obligations, or legislation/regulation	<p>We're unable to reverse these decisions.</p> <p>We'll deal with issues relating to how we handled the matter as a complaint.</p>
Issues subject to contact restrictions	Where the specific issue being raised is subject to contact restrictions under our Unacceptable Behaviour Policy. We'll act according to the contact arrangement we have with you.