

Customer Feedback

Complaints Procedure Summary



CUSTOMER



FOCUS ON DELIVERING **RESULTS**

Updated 14th April 2020



In light of the global epidemic, Coronavirus COVID-19 (COVID-19), Platform Housing Group (the Group) has taken the decision to amend the existing timescales within our Complaints Procedure and also the methods available to customers to make complaints. Investigations may take longer than our revised timescales due to the availability of staff in the business.

All of our offices are currently closed so due to this we will only be able to receive feedback made on our website, by e-mail or by phone. We will be providing all written responses via e-mail until further notice. We will of course review these temporary amendments when government guidance changes.

We want to hear what you have to say

Platform Housing Group is committed to providing quality housing services. To do this we need to know what's working well and also what we need to do to improve.

If we are doing something well

If you think we are doing something well or that our colleagues are giving a great service then please let us know. Compliments and comments help us to know what we're doing well and that our efforts are appreciated. All compliments will be passed directly to the people concerned.

How to have your say

- On our website
- By e-mail
customerfeedback@platformhg.com
- By Phone **0333 200 7304**

A complaint is:

An expression of dissatisfaction about an action or lack of action resulting in service failure.

This covers:

- Services delivered directly by Platform Housing Group or services delivered for us by others

- The standard or quality of service
- Failure to follow policy or procedure
- Staff behaviours

A complaint is not:

- An initial or follow up request for service
- An information request
- Chasing up of defects within the first twelve months for new build properties, complaint investigations would only be undertaken to look at the way the requests had been handled
- Request for clarification of a situation and/or policy or procedures
- Updates regarding progress on a previously requested service
- Insurance claims or issues that will be subject to an insurance claim
- Complaints where the issues have not previously been brought to our attention and are more than 12 months old
- Previous complaints that have already been investigated and determined.

Who can complain

Complaints from Platform Housing Group customers only will be dealt with through the Complaints Comments and Compliments Policy, for the purposes of the policy customers will be defined as tenants, leaseholders, commercial leaseholders and shared owners.

Examples of people who are not our customers and would be unable to make a complaint through this policy would be:

- Applicants for housing who are not existing tenants
- Homeowners
- Community representatives

If complaints are received from non Platform Housing Group customers these will be responded to by the Manager for the area that the complaint relates to, a response will be sent within 30 working days but there will be no appeals process.

Quick Resolution (QR) – Resolution by Service Area within 5 Working Days

Quick resolutions will only be applied to the complaint process, where the member of staff taking the complaint feels that the issue is something that can be resolved by the relevant service team within 5 working days. Where it is felt an issue cannot be resolved within this timescale, a Formal Complaint Investigation will be initiated, bypassing the Quick Resolution Stage.

Formal Complaint Investigation – Investigation by an Officer that has not previously been involved in the case

Complaint investigations can either be logged directly, or as a result of an escalation from a QR that cannot be resolved.

All Formal Complaint investigations will be acknowledged by the Customer Experience Team within 5 working days. If a QR is escalated to a complaint then this will be acknowledged within 5 working days.

All complaint investigations will involve us making contact with you, either by telephone or e-mail. We aim to have completed our investigations into your complaint within 30 working days. However, we want to ensure that your complaint is thoroughly investigated and understand that some complaints are more complex and may need more time to investigate. If we need more time, we will make sure that we keep in regular contact with you and keep you updated on the progress.

Final Review – Review by Senior Manager (This will be either an Assistant Director or one of their direct reports)

If you want your complaint to be escalated to Final review you will be asked to identify what part of your Formal Complaint remains unresolved. We will not automatically escalate your complaint just because you are not happy. You need to let us know what has not been resolved. This must relate to the substantive nature of the complaint.

Where other matters are introduced, these will be dealt with separately and the current complaint will be deemed as resolved.

The Customer Experience Team will assess all requests for escalation to Final Review. We reserve the right to refuse a request for Final Review for the following reasons:

- You are unable to provide any new evidence to support your escalation request
- Your reasons for escalation have already been considered in the initial investigation
- The escalation reasons you have raised would not lead to a change in outcome of the initial investigation

On receipt of all Final Review requests, the Customer Experience Team will send you an acknowledgement within 5 working days to confirm either:

- The name of the person who is dealing with the complaint (Senior Investigating Officer)
- The process that will be followed
- The timescales for investigation

Or:

- That the request for escalation to Final Review is being assessed

On acceptance of a Final Review request, a Senior Manager will review the complaint and will make contact with you. The Senior Manager will aim to respond in writing within 30 working days.

If you feel that your complaint remains unresolved

Following completion of our internal procedure you can either refer your complaint to a Councillor or MP or wait 8 weeks and refer your complaint directly to the Housing Ombudsman Service.