



Housing Ombudsman and Designated Persons

Tenants of housing associations, local authorities and ALMOs can ask for their complaints to be considered by a designated person when their landlord's internal complaints procedure is finished. Designated persons can help to resolve complaints locally.

A designated person can be an MP, a local Councillor, or a Tenant Panel that is recognised by PHP and the Housing Ombudsman.

The Housing Ombudsman will only consider an investigation 8 weeks after the date on the last response in relation to the complaint, having exhausted PHP's complaint process.



How we deal with your complaint



Contact details

Business Support Officer

Poole Housing Partnership
Beech House
28-30 Wimborne Road
Poole
BH15 2BU

Telephone **01202 128674**

comments.php@bcpcouncil.gov.uk
www.yourphp.org.uk

Housing Ombudsman

Housing Ombudsman Service
PO Box 152
Liverpool
L33 7WQ

Telephone **0300 111 3000**

info@housing-ombudsman.org.uk
www.housing-ombudsman.org.uk

www.yourphp.org.uk

What is a 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 or a group of residents.

Identifying a complaint

If someone contacts PHP saying they wish to make a complaint, it does not necessarily mean that their 'complaint' should follow the PHP complaints procedure. If it is the first time we have been notified, a service request may be more appropriate.

If a customer's dissatisfaction is with something that PHP has done, or the customer thinks something should have been done but has not, then this should be deemed a complaint.

How we manage complaints

PHP will accept complaints in any way the complainant wishes, either via the website, email, letter, telephone, social media or face to face.

PHP will accept complaints from a third party acting on a customer's behalf. Signed authority will be required from the customer to divulge any information we hold to a third party. This includes requests from Local Authority Ward and County Councillors, however is not necessary for MPs.

PHP will offer options for resolution. When a complaint is initially reported, the Compliance Team will explain the options and ask for the customer's preference, i.e. Rapid Resolution or Full Investigation.



Rapid Resolution

Service standard:
Agree a resolution within five working days of receipt

PHP recognises that most customers who make complaints just want the issue to be fixed. Therefore, if possible, PHP will identify and agree a rapid resolution with the customer within five working days of receiving the complaint.

When a customer makes a complaint, PHP will try its best to resolve concerns informally, without going through the formal complaints procedure e.g.

- By re-booking a missed appointment
- By completing an outstanding repair.

This means PHP can concentrate efforts on delivering the resolution and ensuring it doesn't happen again, without the need for a customer to wait up to 10 days for a written response.



Stage One

Service standard:
Provide a response within 10 working days of acknowledgement

Whilst PHP will do its best to put things right as soon as possible, some complaints require more time and investigation to establish what went wrong and how it will be put right.

Where this is the case and the complaint is new to PHP, a Stage One complaint will be opened. This will be acknowledged in two

working days of receipt by the Business Support Officer, advising who will be investigating the complaint and when the customer can expect to receive a response. If the issue cannot be considered in line with this policy the customer will receive notification of this, and the reasons why.



Stage Two Review

Service standard:
Provide a response within 14 working days of acknowledgment

PHP understands that not everyone will be satisfied with the outcome of the Stage One investigation into their complaint. For this reason, PHP has a Stage Two review process where it may agree to further look into a customer's concerns about its decisions or handling of a complaint.

A request for escalation to Stage Two can be made where the customer feels:

- The decision is based on inaccurate facts that could change our decision
- The customer has new and relevant information that was not previously available and which might impact the decision
- PHP overlooked or misunderstood parts of the complaint or did not take account of relevant information, which could impact the decision
- The customer believes and has evidence that they have not been treated fairly, or in line with a policy or procedure.

If a customer feels that they would qualify for a Stage Two review, they must set out

their concerns to the Business Support Officer within a reasonable amount of time of the Stage One complaint response date.

PHP reserves the right to turn down a request for Stage Two review, in circumstances where:

- The customer has not provided any new evidence to support their request
- The points raised by the customer have already been considered in the previous investigation
- The points raised by the customer would not lead to a change in the outcome of the original investigation.

If a qualifying Stage Two complaint is received it will be acknowledged by the Business Support Officer within 2 working days, advising who will be reviewing the complaint and when the customer can expect to receive a response.

If the issue cannot be considered in line with this policy the customer will receive notification of this, and the reasons why.

