



## Complaints Resolution Guidance for Website

**This guidance should be used in conjunction with the PHP Complaints Resolution Policy. It will help to ensure all complaints are dealt with following three resolution principles.**

- ❖ **Treat people fairly and follow a fair process**
- ❖ **Put things right**
- ❖ **Learn from outcomes**

**Treat people fairly** - everyone is entitled to receive the same standard of service, no matter who they are or how they choose to live their life

- Focus on the individual, taking into account the person and their circumstances.
- **Accept responsibility**
- Be consistent when dealing with an individual and when dealing with other tenants or complaints.
- Be clear where responsibility lies for any action, including dispute resolution.
- Give everyone involved in the complaint the chance to explain their point of view.
- Respect privacy and confidentiality, including their rights under GDPR and Data Protection Act 2018.

**Put things right** - resolving the dispute is a step towards improving, repairing or rebuilding the landlord and tenant relationship.

- Ensure the complainant is put back into the position they would have been in if there was no service failure.
- Manage expectations properly and don't make promises that cannot be delivered.
- PHP managers have the authority to identify the actions necessary to resolve the dispute.
- If the complainant does not think things have been put right, they are entitled to ask for their complaint to be moved to the next stage.
- Any proposed outcome to resolve a complaint must comply with law, policy and good practice.

**Learn From Outcomes** - we have systems in place to record and analyse data from complaints.

- Ensure we review the outcomes and the implications for service delivery and note any changes to policy.
- Anything learned from an individual complaint should be recorded and the tenant informed.
- We will report on lessons learned as an effective way of showing that we are listening to our tenants.

## Additional Guidance - Stage 1 and 2

Resolving Mistakes – you may often find a mistake has been made or something has gone wrong.

<b>Take action to put things right</b>	<ul style="list-style-type: none"> <li>• Let colleagues know what to expect in advance if a mistake has been found.</li> <li>• Try to sort out the mistake.</li> <li>• Contact other parties who may be involved.</li> <li>• Take positive steps to avoid repetition.</li> <li>• Ensure any written response covers all aspects of the complaint.</li> <li>• Return the case file including a signed copy of the response to the Compliance Team</li> <li>• If the complaint is upheld or partially upheld you will be required to complete a Complaints Improvement Plan (this is included with the File Note in the pack). This should include result of investigation, what actions taken, lessons learned.</li> </ul>
<b>We should put things right when:</b>	<ul style="list-style-type: none"> <li>• We have provided poor quality service</li> <li>• There has been an unreasonable delay in providing a service or information</li> <li>• We have failed to provide a service to a published standard</li> <li>• There has been a failure in following legislation, policy or procedures</li> <li>• This is evidence of prejudice or discrimination.</li> <li>• Inaccurate or misleading advice has been given</li> </ul>
<b>What should you do?</b>	<ul style="list-style-type: none"> <li>• Apologise.</li> <li>• Put things right as soon as possible as this provides a greater chance of reaching a satisfactory resolution for both parties, and also saves time.</li> <li>• Provide the service the person is entitled to.</li> <li>• Use complaints as opportunities to look at what can be done to improve the way things are done.</li> <li>• Consider whether previous responses were inadequate.</li> <li>• Determine whether we acted deliberately or simply got things wrong?</li> </ul>
<b>Use appropriate wording</b>	<ul style="list-style-type: none"> <li>• Write in plain English.</li> <li>• Use inclusive language.</li> </ul>

Complaints Resolution Guidance – website

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	<ul style="list-style-type: none"> <li>• If the person has made a mistake be tactful and give guidance for the future.</li> </ul>
<b>You can say “no”</b>	<ul style="list-style-type: none"> <li>• Do not be afraid to say no to the person making the complaint.</li> <li>• They will have an opportunity to have their complaint reviewed if they are not happy with the decision.</li> <li>• Give them a full explanation of your investigations, review and findings.</li> </ul>

## Learning and Sharing

Monitored by the Business Support Officer

Once you have finalised your investigation or review and issued your response share:

- Outcomes with complainants
- Learning with staff and managers of the service complained about.
- Agreed actions for improvement with staff, managers and any third parties involved.
- For Upheld or Partially Upheld outcomes complete Complaints Improvement Plan including setting deadlines for actions to be completed and by Investigating Officer.
- All complaints will be reviewed, and outcomes published (this is to be decided)
- There will also be a resident review group for complaints (this is to be decided)

