

Rother DC Housing Company - Complaints Policy

1 Introduction

Developing high-quality homes is central to the business of Rother DC Housing Company (the **Company**). While the Company is committed to this aim, there may be times when things go wrong. This policy outlines the Company's approach to responding to complaints and explains how complaints can be made.

2 Aims

Through this policy, the Company aims to set out an approach to responding to complaints in a manner which ensures that a timely and satisfactory outcome is achieved.

3 Commitment

The Company is committed to developing high quality homes and to looking after our customers. We are committed to working in an open and accountable way which builds trust and respect. Listening to and responding to the views of our customers is central to the Company's commitment to improving services – we will always endeavour to respond positively to complaints and put mistakes right where things have gone wrong.

4 Reporting a complaint

Normally a complaint must be received by the Company within 6 months of the issue taking place, or of the complainant finding out that they have a reason to complain. In exceptional circumstances, the Company may be able to accept a complaint after this time limit has passed – if a customer feels that the time limit should not apply, they will need to provide evidence to support this view so that a decision can be made. A complaint can be made by any customer of the Company.

5 Approach

Accountability

- 5.1 The Company's Board of Directors accepts that they are ultimately responsible for ensuring compliance with this policy, and for providing leadership and control on matters relating to the handling and resolving of complaints. Responsibility for the day-to-day oversight and implementation of this policy is delegated to the chief operating officer.

Complaints process

- 5.2 The Company follows a two-stage complaints process:

Stage One (Complaint) – the Company will investigate the complaint and provide a written response within 20 working days of receiving the complaint. We aim to fully resolve the complaint within 40 working days (where it is the responsibility the Company or one of our contractors). If we require longer, we will contact the customer to agree a new timescale.

If a customer's complaint needs to be addressed by a third party (e.g. a contractor or the local authority), we aim to fully resolve the complaint within 90 working days.

Stage Two (Complaint Review) – if the customer is dissatisfied with the outcome of Stage One, the complaint will be reviewed by a Board member. The complaint details and relevant correspondence will be carefully reviewed, and we will provide a written response within 15 working days, setting out how we intend to resolve your complaint. If we require longer, we will contact the customer to agree a new timescale.

Complaints relating to contractors

- 5.3 This policy requires any contractor providing services on our behalf to:
- 5.3.1 record and respond to customer complaints within the timescales detailed in our internal complaints process;
 - 5.3.2 provide the Company with any information relating to a complaint upon request; and
 - 5.3.3 assist the Company with investigating complaints where appropriate.

6 How we learn from complaints

- 6.1 A complaint is seen as an opportunity to learn about what or how we need to improve our service. We want to learn from every complaint and capture and share the things which we learn so that improvements can be made where necessary. In order to do this, we will:
- 6.1.1 record and monitor every complaint, including details such as what the complaint was about, how it was resolved, how quickly it was resolved and what we learned; and
 - 6.1.2 carry out regular reviews of complaints received in order to continuously look at how we can improve our handling of complaints and the services we provide.

7 Equality and Diversity

The Company recognises that there could be support, language or comprehension issues for some customers and that these could contribute to the comprehension of this policy and associated messages. The Company will work closely with customers to overcome these barriers.

8 Monitoring and Compliance

This policy will be reviewed annually by the Company and any amendments will be approved by the Company's Board of Directors. The log of complaints received will be reviewed by the Board each quarter.

Complaints Policy dated: October 2024

Complaints Policy to be reviewed: August 2024

Signed: 

Dated: 7th August 2023

Richard Thomas, Chair of the Board

Rother DC Housing Company Ltd