

Nehemiah Housing Complaint Handling Process

Stage 1

1. Complaint Received

- **Initial Contact:** The complainant contacts the organisation (e.g., by phone, email, social media, letter or in person).
- **Complaint is logged** internally, assigned a case number and an investigation officer.
- **Acknowledgement** letter is then sent to complainant, within specified time (5 working days) and includes information of how the complaint will be handled.

2. Investigation

- **Assessment:** Investigating officer assesses the complaint to determine if it falls within its jurisdiction and if it is a valid complaint. If not valid, this is communicated to the complainant which will include referring the case to the right department/team for i.e. if it relates to a new ASB it will be referred to the ASB team Tenancy Service Officer and an ASB case will be opened.
- **Investigation:** If the complaint is valid, the investigating officer investigates complaints and reviews all areas of communication relating to complaint.
- **Communication:** The investigating officer will continue to communicate with the complainant throughout the investigation, providing updates and seeking additional information if needed.

3. Response

- Investigating officer will provide a written response within specified time (10 working days). This response will clearly state the findings of the investigation, outline any actions taken or proposed to address the complaint and offer an apology if appropriate.

4. Resolution

- If the complainant is satisfied with the Stage 1 response, the matter is closed.
- If the complainant is dissatisfied with the Stage 1 response, they can appeal the decision which will escalate the complaint to Stage 2.

Stage 2

5. Escalation

- Acknowledge the escalation within specified time (5 working days).
- The investigating officer will conduct a thorough review of the complaint and the previous response. During their review they will consider alternative options for resolution.
- They will provide a written response to the complainant within specified time (i.e. 20 working days).

6. Ombudsman Involvement

- If the complainant is dissatisfied at any stage of the process, they can go direct to the Housing Ombudsman and request a review of their complaint.
- The Ombudsman will investigate the complaint and may make recommendations for resolution which can include referring tenant back to their landlord.

Our commitment to you:

- **Timeliness:** We will try to ensure complaints are resolved within the timeframe mentioned at each stage. However, for the more complex cases involving third parties we will agree a reasonable period with you.
- **Fairness:** All complaint investigations will be handled impartially and objectively.
- **Communication:** We will keep you informed throughout the process and respond to your inquiries in a timely manner.
- **Transparency: We promise to be** open and honest about the investigation process and the findings.
- **Redress:** Try to offer appropriate remedies to address your concerns.

What happens when the complaint is closed

Learning and Improvement

We are committed to continuously improving our service by actively listening to your feedback. We take every complaint seriously and will carefully review each one to ensure we learn from the experience. Our goal is to enhance our service based on these insights and ensure that your concerns help us grow and improve moving forward. So, with this in mind we are committed to:

- Contacting each complainant to complete a survey to establish how the complaint was handled by staff.
- Analyse complaints to identify trends and areas for improvement.
- Implement measures to prevent similar complaints in the future.
- Review and update policies and procedures as needed.