

Customer Feedback (Complaint) Policy

1. Introduction

This group policy covers both Bolton at Home and Arcon Housing's approach to dealing with feedback from our customers relating to complaints, compliments, comments or suggestions.

2. Purpose

We want you to be happy with the services you receive. We want to know when we get things wrong so we can learn from our mistakes and also when we get things right so we can further improve on what we do.

We will:

- Listen to your feedback
- Deal with any dissatisfaction efficiently and effectively
- Keep you up to date with progress
- Be open and honest about the process
- Pass on your comments or suggestions so they can be considered
- Share your compliments so we can recognise good customer service

3. Scope

This policy covers:

1. Expressions of dissatisfaction (complaints)
2. Compliments
3. Comments or suggestions

These might be about the quality of the service you received, how we delivered the service to you and how you were dealt with.

4. Policy

4.1 How to contact us

Write or visit: Bolton at Home
Valley House
98 Water's Meeting Road
Bolton
BL1 8SW

Arcon Housing
Quay West
Trafford North Road
Manchester
M17 1HH

Visit: Bolton at Home: head office or our UCAN centres (addresses on our website)

Arcon Housing main office, visits by appointment only

Call: Bolton at Home, telephone: 01204 328000 between 8am and 5.30pm
Monday to Friday

Arcon Housing, telephone: 0161 214 4120 between 9am and 5.00pm
Monday, Tuesday, Thursday & Friday, and Wednesday between 10am and
5.00pm

Email: customer.care@boltonathome.org.uk / customerservice@arcon.org.uk

Website: www.boltonathome.org.uk (web-chat or download our customer care form
and return via post, hand or email)

www.arcon.org.uk (complete a complaint, suggestion or compliment form
on our website; you can also complete a form on our app)

Or direct message us via Facebook or Twitter.

If you require support to help you make a complaint you can ask a family member or a friend to act on your behalf. If you are using an advocate you will need to give us permission to speak to them about your complaint. Alternatively you can contact us and we will appoint someone from Bolton at Home / Arcon Housing / or an external organisation to support you / or act as your advocate.

4.2 Complaints what happens next?

Bolton at Home and Arcon Housing define a complaint as an expression of dissatisfaction by a customer when something has gone wrong. This may be about the quality of the service you received, how we delivered the service to you, how you were dealt with or how you have been affected as an individual /or a group.

We ask that you contact us with your feedback within 6 months of the incident occurring to allow us to deal with the matter as soon as possible.

We are unable to accept your complaint if:

- It relates to a first time request for a service;
- Legal proceedings are pending or have started, or where there is a legal solution;
- It relates to an issue that has occurred due to an Act of God e.g. high winds;
- It is a disagreement with our policies or procedures;
- It relates to reports about neighbour nuisance and/or antisocial behaviour (this will be dealt with under our Antisocial Behaviour Policy);
- It is considered the demands are aggressive or unreasonably persistent.

There are two possible stages.

Stage 1:

We'll acknowledge receipt of your feedback within 5 working days by an agreed method.

We'll aim to provide you with a response within 10 working days.

If we need more time, we'll contact you to explain why and tell you how much more time we think we'll need. We intend to be able to offer you a full response by not exceeding a further 10 working days.

Our aim is to satisfactorily resolve your complaint at stage 1. If we haven't heard from you within 28 working days of your stage 1 response letter we will assume the complaint is closed. If we hear from you within 28 working days we will review your comments at stage 2 of our process.

Stage 2:

If you are not satisfied with the response you have received, then you can ask for this to be reviewed. This will usually be led by a member of Senior Management who will ensure your complaint has been investigated and responded to in a fair and appropriate manner. As with your original complaint, we will acknowledge receipt your feedback within 5 working days by an agreed method and will aim to provide a response within a further 15 working days.

If we need more time, we'll contact you to explain why and tell you how much more time we think we'll need. We intend to be able to offer you a full response by not exceeding a further 10 working days.

If you still remain dissatisfied:

If you are a leaseholder or tenant of Bolton at Home or Arcon Housing and still remain dissatisfied after the Senior Management review at stage 2 then you can contact the Housing Ombudsman Service (note: you need to be a customer of Bolton at Home or Arcon Housing or a leaseholder). You can contact the Housing Ombudsman Service once the stage 2 process has been completed, however they will only start their own investigation once a period of 8 weeks have elapsed since the end of stage 2.

Write: Housing Ombudsman Service
 Exchange Tower
 Harbour Exchange Square
 London
 E14 9GE

Call: 0300 111 3000
Email: info@housing-ombudsman.org.uk
Website: www.housing-ombudsman.org.uk

If you are a leaseholder, then you can contact the Housing Ombudsman or the Association of Residential Managing Agents (ARMA).

Write: The Association of Residential Managing Agents
 3rd floor, 2-4 St Georges Road
 Wimbledon
 London
 SW19 4DP

Call: 020 7978 2607

You can also asked a “designated person” to refer your complaint if you have completed all of the stages of our formal procedure; you don’t have to wait 8 weeks before you do this. A designated person is your MP or Councillor. Details of elected members in Bolton can be found on the Bolton Council website www.bolton.gov.uk Details for Arcon customers can be found on the website for the local authority that you live in.

4.3 Compliments, comments or suggestions

All your compliments, comments or suggestions are passed on to the relevant service area. Compliments are passed directly to the team or individual concerned and recognised through our internal communications. Your comments and suggestions are used to improve our processes and service delivery.

4.4 Compensation and redress

Sometimes our customers ask us for compensation when things go wrong. We have a separate policy that explains how we deal with compensation and redress, which is on our website: www.boltonathome.org.uk and www.arcon.org.uk

4.5 We can also learn from you

We will listen to you and use your experience of our services to improve them by:

- Feeding back learning to colleagues;
- Reporting performance and learning to our Leadership Team, Operations Committee; and Arcon/Bolton at Home Board.
- Feeding back to you on how we have listened and improved services through your comments, suggestions and learning from complaints.

5. Equality and Diversity

An equality analysis carried out with no further adjustments identified.

6. Responsibility

The responsibility of this policy falls under the Head of Customer Experience who will ensure that this policy is successfully implemented.

7. Consultation

Bolton at Home - consultation took place in the creation of this policy: Tenant Scrutiny Group and Tenant Members of Operations Committee

8. GDPR

Any collection of personal data will be processed in line with the General Data Protection Regulations and Data Protection Act 2018. Any queries regarding this should be addressed to IG@boltonathome.org.uk / GDPR@arcon.org.uk

9. Related policy and strategies

- Compensation & Redress Policy
- Customer Experience Strategy (Arcon)
- Code of Conduct

10. Monitoring, review and evaluation

Bolton at Home - overall performance regarding complaints is reported to our Operations Committee on a quarterly basis, with Board having oversight by exception.

This policy will be reviewed every three years, or earlier if there are changes of legislation or other guidance.

Our Resident Voices Channel group will undertake a quarterly review of our complaints to provide assurance that Bolton at Home are adhering to the Housing Ombudsman's Complaints Handling Code and Consumer Standards in relation to customer feedback and complaints.

Arcon Housing – tenants scrutiny group will complete a review annually.

Date approved	10 November 2020
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