

AGAMEMNON HOUSING ASSOCIATION LTD

COMPLAINTS PROCEDURE AND POLICY

Introduction

1. The Association was required by the Housing Act 1996 Section 51 to enrol in the Housing Ombudsman Service from 1st April 1997 and to have clear, concise procedure for dealing with complaints and grievances, this is set out below.

Policy Aims

2. The aims are to:
 - a. Deal with complaints about the services in an efficient, courteous manner, investigating them thoroughly in a positive way.
 - b. Have clear and effective procedures including timescales for dealing with complaints.

Complaints Procedure

3. The aim of having a complaints procedure is not to encourage complaints. It is, however, to ensure that when things do go wrong, they are dealt with promptly and efficiently. It is appreciated that complaints can serve as an indicator of dissatisfaction with procedure and performance and the Association will be responsive to considering changes arising from complaints.

Step 1 The initial complaint is to be sent to the appropriate Warden as soon as possible.

Step 2 **Appeal 1.** If unsatisfied the complaint is to be submitted in writing to the CEO who will, if appropriate, deal with the complaint keeping the Board informed.

Step 3 **Appeal 2.** Complainants who are still dissatisfied may have their complaint referred to the EC or a special subcommittee delegated to deal with the complaint.

Step 4 **Appeals 3.** If the complainant is unhappy with the decision of the EC special subcommittee, an appeal can be made. This should be submitted in writing within 15 working days to The Chairman, Agamemnon Housing Association Ltd, HMS NELSON, PORTSMOUTH, PO1 3HH.

- 3.1 Receipt of all written complaints will be acknowledged within 5 working days and arrangements made for an interview to investigate the complaint if necessary. The

complainant will be kept informed of the progress of the complaint at each stage of the process.

- 3.2 If after completing the internal procedures above the complaint is still unresolved the matter can be referred to a "designated person", who must refer the complaint to the ombudsman if he /she can't or won't deal with it. If eight weeks have elapsed since the internal complaints process has been exhausted, then the complainant can refer directly to the ombudsman. Two examples of designated persons are:

an MP

a councillor in the district where the tenant lives

- 3.3 Tenants should be aware that once the Association's complaints procedures has been exhausted, that if they are still not satisfied, they have the right to have their complaint referred to the Housing Ombudsman Service.