

# RouPELL Park Residents Management Cooperative Ltd



|   |                   |                               |                |
|---|-------------------|-------------------------------|----------------|
| <b>Policy</b>                             | <b>Complaints</b> |                               |                |
| <b>Applies to</b>                         | RPRMC Board       | <b>Draft</b>                  | No             |
|   |                   | <b>If 'Yes' date of draft</b> |                |
| <b>Post holder responsible for review</b> | Estate Director   | <b>Date approved</b>          | September 2015 |
| <b>Approval level</b>                     | Board             | <b>Date for review</b>        | September 2017 |

## 1. Principles

- 1.1 RouPELL Park Resident Management Co-op (RPRMC) aims to provide its customers with services that are of a consistently high quality. But things sometimes go wrong and when they do, we want to make sure that we quickly put them right and learn from our mistakes. RPRMC recognises the importance of complaints from our customer in helping to achieve this aim and welcomes them as a valuable form of feedback about our services.
- 1.2 Our aim is to deal with complaints promptly and to resolve any issues to the satisfaction of the customer. A comprehensive, accessible and up to date complaints policy is an essential part of providing a good service to our customers.
- 1.3 Through our approach to dealing with complaints we aim to show our customers that we have:
  - Listened to their concerns
  - Taken them seriously
  - Learnt from our mistakes and use the lessons we have learnt to improve our services

- Committed ourselves to providing excellent customer services, dealing with individuals in a courteous and efficient manner
- Provided a quality approach to investigating complaints that is fair and Transparent

## **2. Scope**

2.1. A complaint is something that has been done incorrectly or where expectations have not been met.

2.2. This policy covers complaints about -

2.2.1. Any service provided by RPRMC such as:

- repairs undertaken to residents' flats or the communal areas
- the standard of caretaking and cleaning
- rent and service charge collection
- how the TMO deals with tenancy management issues

2.2.2. The behaviour or performance of an employee of RPRMC or anyone acting on its behalf.

2.2.3. The behaviour or performance of a member of the Board.

2.2.4. That policies and procedures have not been properly applied.

2.2.5. Claims for compensation for disrepair or loss of services provided by the TMO.

2.3. Any complaints falling outside of the scope will be forwarded to the appropriate department in the Council within 3 working days.

2.4. The following are excluded from this complaints policy:

- Where a repair is being reported for the first time that is not a complaint.
- Reporting anti social behaviour is not a complaint and is dealt with under our anti social behaviour procedures.

2.5. If you are telling us that we have not followed our policies and procedures then that is a complaint.

## **3. Complainants' Rights**

3.1. Confidentiality will be maintained under the terms of our Code of Confidentiality Policy and Procedure.

3.2. The complainant may be represented by any person of their choice at any time throughout the process.

- 3.3. The complainant may be accompanied during any interview or investigation by a friend, witness or advocate.
- 3.4. Where the complainant requires the help of a translator or interpreter, a contribution may be made to any costs incurred.

#### **4. How complaints should be made**

##### 4.1. Complaints can be made

- In writing
- By email
- On line via the RPRMC website
- On the phone
- In person in the office. Any complaints received verbally will be noted by the TMO with the complainant receiving an acknowledgement from the TMO before the TMO investigates and provide a formal response.
- Using a complaints form
- Through Lambeth Council

##### 4.2. All complaints will be recorded and reported in the TMO's monitoring reports to the Board and to the Council.

#### **5. How the Complaint will be Investigated**

- 5.1. The first principle is that every effort will be made to resolve any service failure without it becoming a formal complaint by rectifying that failure at first contact.
- 5.2. Where that fails or is escalated to become a formal complaint it will be investigated by the Estate Director (ED) (or if about the ED, by the Chair) or, where appropriate, by a member of the Board who is not the subject of the complaint.
- 5.3. Complaints made about the behaviour of a Board member will be investigated by a specially convened panel of Board members who have no involvement in the matter.
- 5.4. Investigation may involve face to face interviews, consideration of relevant policies, the use of other evidence and, where appropriate, referral to other authorities.
- 5.5. The outcome of all complaints, together with any outstanding complaints, will be reported quarterly to the Board, taking care to comply with confidential requirements.

#### **6. The Complaints Process**

- 6.1. RPRMC operates a 2 stage complaints policy.
- 6.2. All stage 1 complaints will be acknowledged within 1 working day of its receipt.
- 6.3. Final replies will be given 5 working days of receiving the complaint. Where this is not possible, for instance because witnesses are not available, the complainant will be informed in writing and advised of the specific date when he/she will receive the reply.

## **7. Stage 1**

- 7.1. If complainants are unable to resolve matters themselves and want to make a complaint, the matter should be reported to the Estate Office or Chair in the manner in which they chose.
- 7.2. The complainant will be kept informed of progress, advised what steps have been taken to resolve the complaint and asked whether they are satisfied with the outcome.
- 7.3. If the complaint is about the TMO Manager or a member of the Management Committee the complainant will be referred to the Chairperson or the Secretary of the Board who will undertake Stage 1 in his/her place.
- 7.4. Under these circumstances a member of the Board (the Member) will then investigate the complaint within the following 7 working days. After the investigation, the Board will decide on the complaint at its next monthly meeting. If the matter cannot be dealt with within 14 days or if the complaint is serious, an earlier, special meeting of either the Board or three or more members may be convened. The matter will be minuted.
- 7.5. The Board may require any person complained about to attend a formal meeting or for both parties to attend mediation (free from the Lambeth Mediation Service). The Board may recharge the cost of any physical damage to property and may take such other action as it sees fit within its powers on behalf of the TMO.

## **8. Board Stage 1 Review on Decision**

- 8.1. If the complainant is not satisfied with the response, with the exception of complaints relating to the TMO Manager or a member of the Board, the complainant may chose to appeal to the Board. This is a voluntary process and it is possible to go to the formal stage 2 process of the complaints procedure without going to a Board review.

- 8.2. The complaint will be reviewed by members of the Board. The review board will consist of any three members of the Board who have not been involved in anyway.
- 8.3. Where the complaint relates to the TMO Manager or a member of the Board the matter will automatically escalate to Stage 2 of the process.
- 8.4. The Board will acknowledge receipt within 3 working days. The Complainant will be invited to an investigatory review meeting within 10 working days of the request for a Board review.
- 8.5. The Review Board will provide a formal response within 5 working days of the review.

## **9. Stage 2: Appeal on Decision**

- 9.1. If the complainant is not satisfied with the response at stage 1, they may appeal in writing to;

TMO Client Team Complaints,  
Third Floor, Phoenix House,  
10 Wandsworth Road,  
London SW8 2LL

## **10. Records**

- 10.1. A record of every complaint including any related correspondence or notes will be kept together with any report, identifying the timescale and course of action taken in response to the complaint.
- 10.2. Records of complaints made by or about individuals will be kept on a resident's file and considered active for as long as necessary but will remain confidential to RP and members of the Board, although all such records will be open to inspection by the London Borough of Lambeth.
- 10.3. All relevant information will normally be kept on file for 5 years.

## **11. Governance Complaints**

- 11.1. Where the TMO receives a complaint by a Board Member about the conduct of another Board Member, the TMO shall deal with this as set out within its Code of Governance and/or code of conduct.