



Appendix 1

Policy	Complain RPRMO Staff and Board		
Applies to		Draft If 'Yes' date of draft Date approved	Review
Post holder responsible for review	Estate Director		January 2024
Approval level	Board	Date for review	January 2027

1. Principles

- 1.1 Roupell Park Resident Management Organisation (RPRMO) aims to provide its residents 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. RPRMO recognises the importance of complaints in helping to achieve this aim and welcomes them as a valuable form of feedback about our services.

- 1.2 This Policy is written in accordance with the Housing Ombudsman's Code of Guidance.

- 1.3 Where a complaint is upheld, this will be seen as a learning opportunity and where appropriate changes will be made to policies and procedures or staff training given as required.

- 1.4 We follow the Housing Ombudsman's complaints handling code which says that -

'A complaint shall be defined as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.'

- 1.5 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.
- 1.6 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;
- ☐ Provide a quality approach to investigating complaints that is fair and transparent.

2. Scope

- 2.1 This policy covers service provided by RPRMO such as:
- ☐ repairs undertaken to tenant's flats or the communal areas;
 - ☐ the standard of caretaking and cleaning;
 - ☐ rent and service charge collection;
 - ☐ how the TMO deals with tenancy management issues
 - ☐ the behaviour or performance of an employee of RPRMO, its contractors, or anyone acting on its behalf;
 - ☐ that policies and procedures have not been properly applied.
- 2.1 The following are excluded from this complaints policy:
- ☐ Where a repair is being reported for the first time;
 - ☐ Reporting anti-social behaviour and is dealt with under our anti-social behaviour procedures;
 - ☐ Claims for compensation for disrepair or loss of services provided by RPRMO which will be dealt with under our compensation policy;
 - ☐ Where the complaint relates to an incident that happened more than 12 months before the complaint was made;

- ☐ Where the subject of the complaint is subject to existing legal action;
- ☐ Where the issue has already been dealt with under this policy.

2.2 Where the complaint relates to the services provided by the Council or another agency, it will be forwarded within 3 working days.

2.3 However, if we do not carry out a repair within the agreed time frame after you have reported it, or we have not followed our ASB policy 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 but this must first be confirmed in writing.

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 Making a complaint

4.1 Complaints can be made -

- ☐ In writing
- ☐ By email
- ☐ Online via the RPRMO website
- ☐ On the phone
- ☐ In person in the office.
- ☐ Through Lambeth Council

4.2 Any complaints received verbally will be noted by the member of staff receiving it and passed to the relevant manager for investigation. They in turn will contact the complainant to ensure that they fully understand the nature of the complaint.

4.3 A complaint may be made up to 12 months after the service failure.

- 4.4 All complaints will be recorded and reported in RPRMO's monitoring reports to the Board and to the Council.

5 How the Complaint will be Investigated

- 5.1 RPRMO operates 2 stage internal complaints process.
- 5.2 Stage 1 will aim to resolve any service failure at first contact.
- 5.3 The complaint will be investigated by the relevant service manager or where the complaint relates to them by the Estate Director.
- 5.4
- 5.5 Stage 2 complaints will be investigated by the Estate Director or if they conducted the review by the Chair.
Complaints made about the behaviour of a Board member, including the Chair will be investigated by a specially convened panel of Board members who have no involvement in the matter who will be advised by the Estate Director.
- 5.6 Investigations may involve face to face interviews, consideration of relevant policies, and the use of other evidence and where appropriate, or referral to other authorities.
- 5.7 Complaints will either be upheld or not upheld and this will be fully explained in the reply set out at either stage.

6 Stage 1 complaints

- 6.1 When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure within two days of receipt. Within the complaint acknowledgement, we will
- ☐ set out their understanding of the complaint and the outcomes the resident is seeking.
 - ☐ If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.
 - ☐ Set out that this is stage 1 of the process.
- 6.2 We will manage complainant's expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic.
- 6.3 Stage 1 complaints will be dealt with within 10 working days of receipt, or where this is not possible the complainant must be told why and when they can expect a full reply.
- 6.4 At the end of the stage 1 process the reply will set out the
- ☐ The outcome of the complaint;
 - ☐ The reasons for any decisions made;

- ☐ The details of any remedy already actioned;
- ☐ Details of any outstanding actions and when they will be completed;
- ☐ Details of how to escalate the matter if dissatisfied.

6.5 If the matter concerns the behaviour of staff no information will be given to the complainant about action taken under the disciplinary policy.

7 Stage 2 Complaint

7.1 The complainant does not need to give reasons why they wish to progress to stage 2.

7.2 Any stage 2 complaint will be replied to within 10 working days of receipt, or where this is not possible the complainant must be told why and when then can expect a full reply. At the end of the stage 2 process the reply will set out the

- ☐ The outcome of the complaint;
- ☐ The reasons for any decisions made;
- ☐ The details of any remedy already actioned;
- ☐ Details of any outstanding actions and when they will be completed;
- ☐ Details of how to escalate the matter if dissatisfied.

7.3. The complaint will be handled objectively and with no regard to the outcome of stage 1 and the views of the investigating officer. If the complaint is upheld a full explanation of why this was the case will be given to the investigating officer and any other staff members involved with the investigation.

8 Outcomes

8.1. The outcome of the investigation will in all cases be given to the complainant in writing and will either be classed as upheld or not upheld.

8.2. However where a complaint has a number of elements, the outcome of each should be listed separately.

8.2. In most cases the main action will be to put things right and the response will set out what has already or will be done to put matters right, along with an apology.

8.3. A reply should where appropriate also set out what lessons have been learned and what actions have been taken to avoid a

recurrence and 1where required changes should also be made to policies and procedures.

8.4.Any claims for compensation will be dealt with under the RPRMO compensation policy.

8.5.In all cases officers will attempt to prevent a complaint resulting in legal action and may therefore need to make an offer of compensation to ensure that this is the case.

9 Complaints involving Board Members

9.1.Complaints about a Board member or the Estate Director will be dealt with within 14 working days. If the matter cannot be dealt with within 21 days or if the complaint is serious, the matter will be considered by the Board at its next meeting. The matter will be minuted.

9.2.The Board may require any person complained about to attend a formal meeting or for both parties to attend mediation.

10 Board Review

10.1.If the complainant is not satisfied with the response of the stage 2 review, they may choose to appeal to the Board. This is a voluntary process and does not form part of the formal complaints policy.

10.2.The review will be conducted by any two members of the Board who have not been involved in anyway.

10.3.The Board will deal with the complaint in 14 working days.

10.4.The Board may investigate by reviewing correspondence and other documents or by meeting with the complainant and the person complained about.

10.5.Where a meeting is needed the Complainant will be invited to an investigatory review meeting within 10 working days of the request for a Board review.

10.6.The Review Board will provide a formal response within 5 working days of the review.

11.Referral to Council

11.1.If the complainant is not satisfied of the response given at stage 2 of the internal process they can appeal to the council by email to complaints@lambeth.gov.uk

12. Records

12.1.A record of every complaint will be kept by the Senior Customer Services Officer. This will include -

- ☐ The date received;
- ☐ A summary of the complaint;

- ☐ The date the complaint was acknowledged;
- ☐ The stage of the complaint;
- ☐ The officer responsible for dealing with the reply;
- ☐ The date of reply;
- ☐ The outcome of the complaint;
- ☐ Where the correspondence relating to the complaint is held.

12.2.Complaints made by or about individuals may need to be considered in conjunction with the RPRMO disciplinary process. Any such investigation will be kept confidential and will not be placed on the house file. In these circumstances the response to the resident will relate only as to whether the complaint is upheld and an apology where this is required.

12.3.All points raised by the complainant must be addressed and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate given.

13.Governance Complaints

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

14 Feedback

14.1When a complaint has been completed within the stages managed by RPRMO the complainant will be asked to give their feedback, not only in relation to the outcome of the complaint, but also the way in which the complainant was managed.