



Policy	Complaints		
<b>Applies to</b>	RPRMO Staff and Board	<b>Draft</b>	Review
<b>Post holder responsible for review</b>	Estate Director	<b>If 'Yes' date of draft</b>	
<b>Approval level</b>	Board	<b>Date approved</b>	January 2026
		<b>Date for review</b>	January 2029

## 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 statutory Complaint Handling Code
- 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.'***
- 1.4 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 residents.

- 1.5 There is a distinction between a service request and a complaint. A service request would be a request from a resident to RPRMO requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly. A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. For example, a resident's request for RPRMO to take action, like fixing something or addressing antisocial behaviour, while a complaint is dissatisfaction with the RPRMO's handling or response to that request, not the initial request itself.
- 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.
- 2.2 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 or the resident becoming aware of the issue 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.

2.3 Where the complaint relates to the services provided by the Council or another agency, it will be forwarded within 2 working days.

2.4 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 or the resident becoming aware of the issue.

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 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 Stage 2 complaints will be investigated by Lambeth Council.
- 5.5 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 five days of receipt. Within the complaint, 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 the complaint being acknowledged, or where this is not possible the complainant must be told why and when then 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 If the complainant remains dissatisfied with the stage 1 response, these will be referred to Lambeth to consider at stage 2. Stage 2 complaints need to be acknowledged within 5 days from receipt with a response sent within 20 working days from date of acknowledgement sent. To be clear, stage 1 considered by RPRMO, stage 2 considered by Lambeth.

7.2 Any stage 2 complaint will be acknowledged within 5 days replied to within 20 working days of acknowledgement sent, or where this is not possible the complainant must be told why and when then can expect a full reply. If an extension is required, it must not exceed a further 10 working days (a total of 30 working days from receipt of acknowledgement), and the resident must be informed of the reason for the delay and the new response date. 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 and Remedies

8.1. The outcome of the investigation will in all cases be given to the complainant in writing and will either 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.

8.3. 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. The response will clearly set out the nature of any remedy offered, which may include an apology, explanation, action to put things right, and/or compensation.

- 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 Referral to the Housing Ombudsman Service**

- 9.1 If the complainant remains dissatisfied after receiving the final Stage 2 response, they have the right to refer their complaint to the Housing Ombudsman Service.
- 9.2 The Housing Ombudsman Service can be contacted at:
  - Address: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ
  - Telephone: 0300 111 3000
  - Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)
  - Website: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

## **10 Equality and diversity**

- 10.1 RPRMO will treat all residents with fairness and respect. We value diversity and work to promote equality and tackle unlawful discrimination.
- 10.2 Our complaints approach promotes open communication between residents and RPRMO staff to understand the complaint and resolve it in a positive manner. We will consider the resident's communication needs and preferences and offer support or tailor our approach accordingly.
- 10.3 We are committed to helping customers to access information about their homes and services in a way that suits individual needs. We will apply this policy consistently and fairly and will not discriminate against anyone based on any relevant characteristics, including those set out in the Equality Act 2010.

## **11 Review**

- 11.1 All policies should be reviewed every 3 years as a minimum, or sooner if there is a specific legislative, regulatory or service requirement or change in guidance, law or practice.