

Complaints, Compliments & Suggestions

Introduction

We try and provide the best service at all times but at times we don't get it right. When this happens, we want to know about it and we treat all complaints very seriously. Your feedback on our services when we get something wrong is important to us because we can learn from this and improve our services. Feedback received through a survey may not necessarily be treated as a complaint. Where possible the person completing the survey will be made aware of how they can pursue their dissatisfaction as a complaint if they wish.

Our aim is to make it easy to complain, with clear stages and timescales, to be objective when investigating your complaint and keep it confidential by protecting your privacy (although anonymous information about complaints may be included in monitoring reports and publicly available documents).

If our service is not up to standard, we will apologise and try to remedy the situation as quickly as possible.

We define a complaint 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.

When to make a complaint

You have the right to complain about any aspect of the service you receive from us. You may want to complain if you feel we have:

- Failed to do something that we should have done
- Failed to follow our policies or procedures
- Done something that we should not have done
- Done something badly.

However, a complaint is not:

- An initial request for a service, such as the first report of a repair
- An initial request for information or an explanation
- About anti-social behaviour, as these complaints are dealt with under another procedure
- An appeal against action resulting in court proceedings or matters subject to on-going court proceedings.

How to make a complaint

We will accept a complaint from you in a number of different ways. You can:

- Write to us
- Telephone us
- Email us
- Speak to a member of staff face-to-face by visiting one of our offices

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Who can make a complaint?

We can accept complaints directly from you, but if you prefer it can be done by someone acting on your behalf such as family members, friends, support workers or other advocates.

We will need to be satisfied that anyone representing you has your permission to act for you and we may have to ask you to confirm this.

Please note that we do not investigate anonymous complaints.

We also reserve the right not to investigate persistent or vexatious complaints where we feel we have dealt with the matter as far as we are able to as well as complaints raised about issues that have occurred six months or more prior to the complaint being raised unless it is relating to safeguarding concerns or health and safety issues. If we decide not to accept a complaint, we will provide you with a detailed explanation setting out the reason why the matter is not suitable for the complaints process and your right to take that decision to the Housing Ombudsman.

Informal Complaints Resolved Through Early Resolution

We encourage early resolution of issues as there may be times appropriate action can be agreed upon immediately. We will seek your agreement to attempt to resolve complaints in this way and you will receive written communication from us of your agreement to this, as well as confirmation of the actions we have taken to resolve the issues you have raised with us.

Formal Complaints

If you wish to make a formal complaint, Odu-Dua operates a two-stage Complaints Procedure:

Stage One

You will receive an acknowledgement within 5 working days of your complaint being logged confirming that we have received your complaint. It will be investigated by the Chief Executive and you will get a response to your complaint within 10 working days of the complaint being logged. If more time is needed to investigate your complaint, we will let you know this.

Stage Two

If you remain unhappy, you can escalate your complaint. You can do this by writing to the Chief Executive, explaining your reasons why you want to take your complaint further. You will receive an acknowledgement within 5 working days and we will ask the Chair of the Board to investigate. The Chair of the Board will send you their decision within 20 working days. Again, if more time is needed we will let you know this.

This is the end of Odu-Dua's Complaints Procedure and our final decision.

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Further Stages

However, if still remain dissatisfied after going through the above stages, you have the right to address your concerns to the Housing Ombudsman Service who can be contacted by telephone on 0300 111 3000 9.15 a.m. – 5.15 p.m. Monday – Friday. Alternatively, you can contact them by putting your dissatisfaction in writing to, Housing Ombudsman Services, PO Box 152, Liverpool L33 7WQ or by email; info@housing-ombudsman.org.uk.

Putting things right

Where we agree that your complaint is justified, we will apologise and try and put things back the way they should have been, as far as this is possible. In some circumstances, you may be entitled to compensation or we may offer you a goodwill gesture.

Please note that if we agree that compensation is payable to you and you owe us any money (such as rent or recharges for repairs that are your responsibility) we will use the money to pay these debts first.

We are committed to improving our services and will use your complaint to review our services and see how we can do things better.

Compliments

This gives you the chance to let us know when we have done something well and delivered an excellent service. If you would like to compliment individual staff members or the quality of the service please let us know. We're always happy to hear that we did something well, but more importantly this kind of feedback helps us identify areas where you think we are doing well and helps us make sure all our services meet this standard.

Comments & Suggestions

We welcome your comments and suggestions on how we can improve our services. By giving us your views and observations about the service, you will help us to improve this service for you and other tenants. We may not always be able to use your ideas but we will where we can.

Reasonable Adjustments

Odu-Dua is committed to making sure the way we work does not place people with disabilities at a disadvantage when accessing services including making complaints. Under the Equality Act 2010 we have a duty to make “reasonable adjustments”, if the way we provide services places a person with disabilities at a “substantial disadvantage” compared with someone who does not have disabilities.

To request a reasonable adjustment, please contact the office on your in your usual way and raise the matter with a member of the team.