

Broadway Living RP

Complaints and Compensation Policy

1. Policy scope

- 1.1 This policy sets out Broadway Living RP approach and commitment to dealing with complaints including learning, rectification and the process for escalation.

2. Policy objectives

- 2.1 The policy sets out to ensure:
- all areas of dis-satisfaction are resolved as quickly as possible to the satisfaction of the resident making the complaint
 - complaints are escalated in a timely manner and dealt with fairly
 - we learn from complaints and treat them as valuable feedback
 - we comply with regulatory standards and the Housing Ombudsman's Complaint Handling Code

3. Background

- 3.1 The Regulator of Social Housing (ROSH) Tenant Involvement and Empowerment Standard requires registered providers such as Broadway Living RP to have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly.
- 3.2 Broadway Living RP are signed up to the Housing Ombudsman's complaint handling code and are committed to following good practice promoted by the Ombudsman.
- 3.3 Broadway Living RP, its agents and contractors aim to give an excellent service to our customers which includes designing out failure and prompt recovery where things go wrong. We see complaints as a valuable feedback mechanism and use the insights they give us to improve our service.

4. Definition of a complaint

- 4.1 A complaint is defined as follows:
- 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.
- 4.2 An expression of dissatisfaction does not have to use the word complaint for it to be treated as such. By way of example, a complaint could be when a customer feels:

- we have failed to respond to their initial enquiries
- our staff were unhelpful or not polite
- we gave unclear, misleading or unsuitable advice
- our policies or procedures are incorrect or unfair
- customers are unhappy with our actions or decisions

4.3 In the first instance, we will recognise the difference between a complaint and a service request or general feedback. Expressions of disappointment (complaints) will be dealt with as situations requiring timely action to prevent the situation developing into a more serious complaint. We don't differentiate between informal and formal complaints – a complaint is a complaint.

5. **What is not considered a complaint**

5.1 The following are not considered to be complaints:

- a general enquiry or service request, or a request for more information about a decision that Broadway Living RP have made.
- complaints about the behaviour of neighbours, third parties with whom we have no contractual relationship or events beyond the control of Broadway Living RP.
- claims for damages (these will be dealt with as an insurance claim).
- where the complaint has already exhausted our internal complaints procedure (signposting will be provided).
- complaints that refer to matters occurring over 6 months ago, unless it is an ongoing issue that has been continuing for longer than 6 months and is still persisting.
- complaints where legal proceedings have been started or have already been before a court or tribunal.
- complaints that are being pursued in an unreasonable manner. This can include persistent, repetitive and vexatious complaints by one person, or where the complaint has been dealt with already in accordance with the relevant complaints procedure.

5.2 Broadway Living RP reserve the right to join related complaints together or to deal with complaints concurrently even where the complainant submits them as separate complaints. In doing so Broadway Living RP will ensure all the points are adequately addressed.

6. **Complaints management**

6.1 Residents can complain using any channel (in person, in writing, via an organisation's social media channel etc.) including via a third party. Any person receiving a complaint will recognise that it needs to be treated as such.

6.2 Responses to complainants will cover all the points raised in the complaint, be

polite and friendly, be open about things we have got wrong, show empathy for the impact it has had on the complainant and apologise where we have got it wrong.

6.3 Stage 1 Complaints (Resolution)

- 6.4 We will either speak to a customer at the point a complaint is made or within 24 hours of receipt of the complaint to clarify the issue and how and when it will be resolved, clearly communicating timescales and next contact dates. These will be confirmed back to the resident via email or other channels along with reference to the Ombudsman's service. Rectification may include a review of decisions made completion of outstanding tasks or payment of compensation.
- 6.5 We will attempt to complete the agreed actions within 10 days, but where this is not possible we will explain the reasons and keep the complaint open until the actions have been completed, unless the resident is happy to agree otherwise, in which case the complaint will be closed with actions pending.
- 6.6 Once we have taken the relevant action in line with the agreed resolution plus any further action required to resolve the issue to the customer's satisfaction, we will confirm with the resident that the complaint is closed or that they can escalate the complaint to the review stage (2).
- 6.7 Where no obvious rectification exists, a complaint can be referred directly to review stage (2).

7. Stage 2 complaints (review)

- 7.1 If a complaint has not been resolved to the customer's satisfaction at stage one they can escalate the complaint to the review stage (stage 2). Requests to escalate to the review stage should be received by Broadway Living RP within 20 days of being told that stage one has been completed.
- 7.2 Stage two will be undertaken by two people, either two senior managers not previously involved in the complaint or one senior manager and one resident. Residents can put in writing reasons why they are not satisfied, but preference will be given to a verbal conversation with the complainant to properly explore this before the commencement of an investigation.
- 7.3 The investigation will focus solely on the areas of concern raised by the resident and other points cannot be included later. The areas to be considered as part of the review process will be confirmed back to the complainant. Broadway Living RP will complete the investigation and communicate the outcome to the resident(s) within 20 working days of the review conversation / receipt of the escalation in writing. In communicating with the residents Broadway Living RP will make it clear that the complainant can take their case to the Ombudsman.
- 7.4 At the completion of each stage, Broadway Living RP will communicate the following:
- the complaint stage
 - the outcome of the complaint

- the reasons for any decisions made
- the details of any remedy offered to put things right
- details of any outstanding actions
- details of how to escalate the matter if dissatisfied

8. Learning from complaints

- 8.1 Complaints are seen as a valuable insight into how customers experience our service. We will use these insights to identify trends and report back annually on progress we have made both in terms of service re-design as a result of analysing complaints and performance overall with complaint handling.
- 8.2 The annual review will also consider the Ombudsman’s yearly annual landlord performance report and any feedback directly relevant to Broadway Living RP through Ombudsman’s maladministration findings.
- 8.3 We will also publish improvements made as a result of complaints learning as part of the self-assessment against the Ombudsman’s Complaint Handling Code.

9. Confidentiality and information sharing

- 9.1 Confidentiality and data protection apply to the complaints process and as such Broadway Living RP will not share personal or property information gathered as part of the complaint investigation with any third party who is not entitled to receive it, in line with data protection legislation.

10. Review

- 10.1 This Policy will be reviewed as necessary and formally on a five yearly basis.

Check	Date completed	By whom
Risk map	22/3/21	John Baldwin
Regulatory compliance	21/4/2	Devonshires
Equalities Impact Assessment	25/3/21	John Baldwin

Date policy approved: May 2021

Date policy due to be reviewed: May 2026