



Complaints Policy

Approved by	Customer Services Committee
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Policy developed by	Head of Communities
Associated procedure	Connexus Complaints Procedure

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Introduction

1. Purpose

- 1.1 No matter how good we make our service, there will be times when we fall short of our customers' expectations or the level of service to which we aspire. This policy outlines our approach to resolving such situations.
- 1.2 We encourage all feedback from customers and have developed this Complaints Policy to ensure that we deal with complaints fairly, effectively and comply with the approach as set out by the Housing Ombudsman's Complaint Handling Code and associated regulatory standards.
- 1.3 We will view complaints as an opportunity to improve, not as a threat. Problems will be picked up at an early stage (where possible) and lessons learned. Poor practice will be highlighted and put right.
- 1.4 The complaint handling procedure provides clear information on how we will handle a complaint when we receive it.
- 1.5 Scope: The policy applies to the whole of the Group. This means Connexus Homes Limited, (ultimate parent) and all of its subsidiaries.

2. Definitions

What is a complaint?

- 2.1 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.

Who is a customer?

- 2.2 A customer is anyone who contacts us to request a service, or is in receipt of a service provided by Connexus and any of its subsidiaries.

3. Method/s

- 3.1 Connexus aims to resolve complaints quickly, fairly and effectively. We will:
 - Allow complaints in any format about issues that have occurred within the last 3 months
 - Allow complaints via a (non-legal) representative, if authorised and instigated by the customer
 - View complaints positively
 - Aim to put things right quickly for our customers when they go wrong
 - Clearly explain the reasons for our decision

- Provide opportunities for customers to appeal decisions
 - Seek to learn from complaints to improve future performance
 - Direct the complaint to the appropriate organisation if the complaint relates to matters not within the responsibility of the Connexus Group
- 3.2 If a customer remains dissatisfied with Connexus' response to their complaint, we will advise the customer of their options.
- 3.3 All colleagues have a duty to ensure that complaints are handled fairly and the complainant has the chance to challenge our service and performance.

4. Measurement

- 4.1 We will efficiently resolve complaints at all stages of the complaints process, the content and outcomes of which we will monitor and study to understand how we can improve our services.
- 4.2 We will provide twice yearly updates to the Customer Services Committee to include:
- Number and nature of complaints received
 - % of complaints that have not been responded to in time
 - % where timescales have been extended
 - Themes and outcomes at each stage
 - Learning and examples of what has changed as a result
 - Customer satisfaction about the complaints process

5. Equality and Diversity

- 5.1 The Company has an Equality and Diversity Policy that covers all aspect of equalities. This policy has been subject to an Equality Impact Assessment. Connexus will ensure that the complaints process is accessible to all customers and service users.
- 5.2 No customer will receive any discrimination as a result of making a complaint.