



Complaints Policy

We aim to give our customers the best service we can, but we know that sometimes things can go wrong. If you have a complaint about your home or the services that we or our contractors have provided please let us know so that we can put things right. This will help you and other customers as we will use your feedback to learn and help us to improve our services.

What can you expect from us?

We will:

- Treat you with dignity, respect and courtesy
- Be objective and impartial
- Listen to you and not make assumptions
- Not let your complaint affect our future relationship
- Manage complaints in an open and transparent way
- Be honest and say sorry when we get things wrong and let you know how we plan to put things right

What can I complain about?

We will investigate your complaint if:

- We have not done something that we should have done
- We did something we should not have done
- We did not provide the quality of service we said we would

We will not normally consider complaints regarding something that happened more than 12 months ago unless you have a good reason for any delay.

Who can complain?

You can make a complaint if you are:

- A customer such as a tenant, service user or leaseholder of ours
- Someone who receives or requests a service from us
- Someone who is affected by a decision or action taken by us
- Someone who is affected by our services such as relatives, neighbours, agent groups, stakeholders or professionals (eg health or social care)

Complaints can be made by someone acting on your behalf where you have signed a consent form giving your permission, or, they are acting in line with the Mental Capacity Act.

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How can I complain?

You can make a complaint in a number of ways such as:

- In writing via letter or using our 'We're Listening' card to 12-14 Pelham Road, Nottingham, NG5 1AP
- By telephoning us on 0800 013 8555
- By email to info@ncha.org.uk
- By using the form on our website www.ncha.org.uk
- In person to any member of our staff
- Anonymously if you prefer
- To your local Member of Parliament or local authority Councillor

If your complaint is about the social care services we provide, you can also complain direct to the commissioning organisation such as the local authority or health service.

If you need help to make a complaint, we can also:

- Offer you support to do this
- Provide information in alternative formats if you prefer
- Signpost you to advocacy services

If you would prefer to receive information about your complaint in another way, please let us know.

What happens if I make a complaint?

We aim to resolve and put right any issues when you first contact us. However if this is not possible or you prefer that we deal with your issue as a formal complaint, we will:

- Write to you to acknowledge your complaint within 3 working days
- Ask a manager to investigate your complaint thoroughly and consider:
 - What has happened
 - What should have happened
 - What is the difference
 - What lessons have been learned and what needs to change
- Contact you if we need more information from you and ask that you provide this within 5 working days
- Write to you with a full response within 20 working days to let you know what we found, what action we plan to take and how to get further help
- Write to you if we cannot give a full response within 20 working days to extend the time by a further 10 working days
- Let you know how to request a review of your complaint by a Senior Manager if you are still unhappy
- Ask a Senior Manager to review our original decision within 20 working days if you ask us to, to check the investigation was thorough and consider new information only if it affects the decision we made

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What is not covered by our complaints policy?

Some issues are not covered such as:

- You are asking for a service from us for the first time. For example, if your heating has broken down and you want it repaired - this would go through our repairs process
- You want information about our services
- You want to talk to us about a problem with your neighbour or another resident living on your estate - this is covered by our anti-social behaviour policy

All complaints will be considered unless:

- The same issue has been investigated and closed
- The issue is part of any legal proceedings
- We suspect or have evidence that the complaint is based on false information
- Demands are made that are persistent, unreasonable or distressing
- We have acted where regulatory, policy or legislative restrictions apply

If we cannot consider or close your complaint without investigating we will write to let you know and our reasons for this.

Can I claim compensation?

We may offer you compensation where something has gone wrong which was our responsibility and you have had extra expense or losses as a result.

Who can I contact for further help?

If you are not happy with the outcome and/or review of your complaint, we will send you details of who to contact including:

- Ombudsman services for Housing, Local Government and Social Care or Parliamentary and Health Service
- Commissioning authority for adult social care complaints
- Care Quality Commission for registered services
- Healthwatch
- Member of Parliament
- Local Councillor (designated person)

How are we doing?

We are a learning organisation and use your feedback to help improve our services. To support this, we will contact you to ask that you complete a complaints satisfaction survey about how we handled your complaint and how you think we can improve.

We will report our complaints performance with examples of how your feedback has helped to improve our services in our Annual Report to customers and on our website.

NCHA's Board and Committees will review complaints performance reports quarterly in addition to Senior Managers monthly reviews to share good practice and learn from their findings.