

LILLY ROSE SUPPORTED HOUSING

COMPLAINTS & COMPLIMENTS POLICY

Policy Statement

At Lilly Rose Supported Housing (Lilly Rose), we aim to provide you with the best service possible. However, we acknowledge that sometimes things do go wrong. We may not always know when this happens, so please do tell us so we can try to put things right.

We are open to improvement and take all complaints about our services seriously. We will do our best to deal with your complaint promptly, politely, fairly and specifically. We will let you know who is dealing with your problem and what action we are taking to resolve it.

We are also happy to receive any positive comments you want to share with us.

When should I make a formal complaint?

You should first take up the matter with the Housing Officer for your area as they are usually in the best position to resolve the problem. We will make every effort to resolve the matter informally, however, if you are not happy with how it is handled, or if you feel that it isn't appropriate to take up your problem with them, then you should use this complaints procedure.

Complaints should be made as soon as possible after the incident but may not be considered if not within 12 months of an incident taking place to enable a thorough investigation to take place.

Some complaints may be received which fall beyond the scope of our responsibilities, such as a request for a service which Lilly Rose does not perform. In these circumstances we will aim to provide complainants with the relevant information or signpost to other agencies who may be able to assist, such as their local council.

Lilly Rose's complaints procedure deals with problems like these:

- If you are not satisfied with any aspect of our service
- If we have failed to follow any of our own policies or procedures
- If we have failed to do a repair within a reasonable time
- If you believe we have discriminated against you
- If you have had a problem with any of our staff or contractors

Lilly Rose's complaints procedure does not normally deal with:

- Everyday matters such as chasing a repair request (contact your Housing Officer)
- Complaints by one tenant about another tenant (contact your Housing Officer)
- Complaints about the support provider (see the support provider's complaints policy)

How to make a complaint

You can contact Lilly Rose to make a complaint in the following ways:

- By emailing Lilly Rose at info@lillyrosehousing.org.uk

- By writing to Lilly Rose at Lilly Rose Supported Housing, The Phoenix Yard, Upper Brown Street, Leicester, LE1 5TE
- Through your representative, for example a family member, friend or advocate

Lilly Rose has a three stage complaints process:

Stage 1: After hearing of your complaint, we will contact you to acknowledge receipt within 5 working days. Then we aim to investigate and send a full written reply within a further 10 working days. If we need more time to investigate, we will contact you within 15 working days of receiving your complaint to advise you of this.

Where mistakes have been made and where grievances have arisen, we will ensure that, wherever possible, these are rectified to the satisfaction of the complainant. Our response will also highlight areas where the complaint has been used to improve, review or change our services.

If a complaint about a staff member is progressed via Lilly Rose’s disciplinary procedures the complainant will only be informed of this fact, no other information will be shared regarding outcomes.

Stage 2: If you are unhappy with the way your complaint was dealt with at Stage 1, you should write to the Chairperson of the Board of Directors at our office address. They will respond to the Stage 2 complaint within 15 working days of receipt. You can make this complaint by phone or in person if it is easier for you.

Stage 3: If you are still not satisfied, you should notify us in writing within 14 days of receiving our response to your Stage 2 complaint. Once again, you can also do this by phone, or in person if it is easier for you.

This time, your complaint goes to a complaints panel made up of 3 members of the executive leadership team and Board of Directors (excluding the person whom the complaint is regarding, if applicable). When your case comes up, you may put your case to the panel in person or in writing. If you want to state your case in person, you may bring a friend or representative with you. After the meeting, the panel will let you know their decision by writing to you within 10 working days.

If your complaint isn’t resolved to your satisfaction after stage three, you are not able to take it any further with the Association.

Housing Ombudsman Service

If you aren’t happy with the decision made by Lilly Rose’s complaints panel, you may take your problem to the Housing Ombudsman Service – this is a public body sponsored by the Ministry of Housing, Communities and Local Government.

The Ombudsman will check that you have taken your complaint through all the stages of our complaints procedure, before they take it on. If it looks like we have done something wrong, the Ombudsman decides what needs to be done to put things right.

You can email them at info@housing-ombudsman.org.uk or use their online complaint form here: <https://www.housing-ombudsman.org.uk/residents/make-a-complaint/>

The postal address is: Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ

The phone number is: 0300 111 3000

Where else can I get help?

Your local MP or councillor may be able to help you. You can also get independent advice from a solicitor, at the Citizens' Advice Bureau, a law centre or other advice centre.

How can I give a compliment?

We're always pleased to hear positive feedback, be it general or about a specific staff member. You can contact us in any of the following ways to leave a compliment:

- By emailing Lilly Rose at info@lillyrosehousing.org.uk
- By writing to Lilly Rose at Lilly Rose Supported Housing, The Phoenix Yard, Upper Brown Street, Leicester, LE1 5TE
- Through your representative, for example a family member, friend or advocate

Equality and Diversity

We are committed to respecting diversity in all aspects of our work at Lilly Rose and we will not tolerate any form of discrimination.

Monitoring

The designated officer responsible for implementation and monitoring of this policy will be the Chief Executive.

Lilly Rose will formally review this policy annually or as necessary dependant on legislative changes.