**Complaints Procedure**

Introduction

Glebe Housing Association takes complaints very seriously. The Complaints Procedure will help you bring any problems to our attention. The Association aims to deal with your complaint fairly, promptly and in confidence.

What is a Complaint?

A complaint is when you are unhappy with an aspect of the Association’s services or something the Association has done or failed to do, such as:

* a failure to carry out or complete a repair within a reasonable time
* where you feel you have been badly or unfairly treated
* unacceptable behaviour from staff, contractors or others
* when you feel the Association has not met a set standard of service
* when you are dissatisfied with any decision or the manner in which a decision was made or carried out
* when you feel that you have not been kept informed

Reporting a repair is not considered to be a complaint and will be dealt with by informing the Administration Office or bringing it to the attention of a member of staff in line with our Repairs & Maintenance policy.

The procedure for making complaints is a four step process.

Step One

Speak with the member of staff, who has been dealing with your complaint if you have reported it before. Give them the opportunity to look into the matter and to put things right, or explain their decision. The aim is to resolve matters amicably and informally at this stage.

Step Two

If you are not satisfied with the response, or lack of a response to your complaint, you may write to the Housing Services Manager who will investigate your complaint. The aim is to respond to you within twenty-eight days and resolve the matter.

Step Three

If you are still not satisfied with the response, or lack of a response to your complaint, you may write to the CEO who will investigate your complaint. The aim is to respond to you within twenty-eight days and resolve the matter.

Step Four

If you believe that your complaint has not been dealt with to your satisfaction, you may write to the Chairperson of the Board of Management c/o Glebe House, Bencurtis Park, Corkscrew Hill, West Wickham, Kent BR4 9QD. The Chairperson may investigate the matter further and if necessary the complaint will be considered by the Board of Management at one of its regular meetings. This is the final stage in the Association’s internal complaints procedure. The aim is to resolve matters and respond to you within 28 days of receipt of complaint or as soon after the meeting of the Board of Management as is reasonably practicable. We will keep you informed throughout the process.

The Ombudsman

If you are still dissatisfied and have completed the procedure outlined above you may complain directly to:

The Independent Housing Ombudsman

Norman House

105-109 The Strand

London WC2R OAA

Telephone: 020 7836 3630

You should refer the matter to the Ombudsman within 12 months of the end of option three.

Other Independent Advice

Independent Advice may also be available from:

* Homes England and the Regulator of Social Housing
* A solicitor or other legal advisor
* Age UK
* Citizens Advice Bureau
* London Borough of Bromley

The Association can provide contact details on request.

Monitoring Complaints

Complaints help the Association and are taken seriously. All formal complaints i.e. stages two, three and four are recorded and may be reported to the Board of Management or one of the sub-committees to inform members and enable them to review, improve or change aspects of the Association’s services.

Confidentiality

The Association will, as far as possible, respect the confidentiality of your complaint. Whilst matters are investigated, the details will not be discussed or disclosed to anyone who does not need to know.

Please note, The Association are unable to consider anonymous complaints as part of this procedure.