



Ash- Shahada Housing Association

Complaints Policy

Making a Complaint

It is important to us that we listen to our tenants and provide services that meet and exceed expectations. Customers often tell us this and provide us with compliments about the service they receive. However, sometimes, things may not go right and you may wish to complain about the service you receive. We take all complaints seriously and see them as an opportunity to learn and improve our services and our relationship with tenants.

A complaint is **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.

We view a complaint as your way of telling us that you are not satisfied with the standard of our services, our actions or lack of action, and the conduct of our staff or contractors, which affect you as an individual or tenant group.

Our Commitment

Some of the time, we get things wrong and we want to hear about this so that we can have the opportunity to put things right.

When dealing with complaints, we will:

- Make it easy for you to make a complaint.
- Give you a prompt response.
- Sort out the problem efficiently and fairly.
- Be fair, polite and helpful.
- Help you fill in the complaints form if you have difficulty.
- Keep you up to date with the progress of your complaint.
- Treat your complaint confidentially;
- Give you the right to a second opinion.
- Inform you about what to do if you are not happy with the outcome.
- Feedback is invaluable in helping us improve our services.



Who can make a complaint?

A tenant living in a property owned or managed by us, former tenants, applicants, group complaints or advocates acting on behalf of residents.

People who live next door to one of our properties can also complain about the behaviour of our tenants, residents and their visitors, and about any damage caused to their property including lack of repair to our property.

What can I complain about?

You can complain if you feel something is wrong and we have not put it right. It gives you the opportunity to put right something we should have done.

You may want to complain because:

- we have failed to carry out our legal duties as your landlord;
- you feel that our policies or practices are unfair;
- you believe that we have not followed our own rules properly or have failed to act efficiently in delivering a service to you; or
- you feel that a member of staff has behaved improperly or has been impolite or that the member of staff has treated you poorly; or that
- We have failed to provide a service.

You cannot complain about:

- anything that happened six months ago, unless you have only become aware of the situation. However, we may consider your complaint even after six months if there are extenuating circumstances that prevented you from raising your complaint such as bereavement or illness.
- matters currently being dealt with by the Ombudsman; where legal action has begun and if the complaint is part of the legal action. Legal proceedings refer to matters being considered by the courts.
- complaints by one tenant about another. This is considered as neighbour dispute or anti-social behaviour (ASB). Reports about anti-social behaviour are dealt with through our ASB policy/process. However, if your complaint concerns how a report about ASB has been handled by us, we will deal with it as formal complaint.
- A routine first-time request to have a service provided.
- We will not consider complaints about our ownership of a lease or property in a particular area or street.



How to make a complaint

If you want to complain it is important that you tell us what you want us to do to put things right. Your complaint can be made in person at our office, by phone, through writing, email, or through our website - ash-shahada.org. A nominated representative can also make a complaint on your behalf provided you have given them consent to complain for you. We will only deal with your complaint informally if you agree.

When making a complaint, please tell us the following:

- Your full name and address
- Explain in detail what your complaint is about; and
- How you think the matter can be resolved.

Stage 1

When we receive your complaint, the Administrator will engage with or your representative. They will request details about the complaint and try to resolve it as quickly as possible. This will usually be within one month. This may depend on the nature and complexity of the complaint, in which case more time may be needed, and you will be informed. If you are dissatisfied the outcome at this stage, you can then request the team leader or Director Operations to resolve your complaint

Stage 2

At this stage, your complaint will be dealt with by the Team Leader or Director Operations.

They will respond to your complaint within 10 working days, but, if this is not possible, they will write to inform you and explain the reason(s) for the delay and provide a date when you will know the outcome. This will not exceed a further 10 days without good reason.

If you are not satisfied with the outcome, you can request that the complaint should be escalated to the Board of Ash-Shahada. You may wish to involve an external organisation to assist you with resolving your complaint. You can get help to make a complaint by contacting the Citizens Advice Bureau on the website - www.cab.org.uk.

Stage 3

If you still believe that your complaint has not being resolved, you have the right to put your case to a the Management Board of Ash-Shahada Housing Association. You can take a friend or family member to a meeting with the Board member This stage is necessary because of the independence of the Board and because it is the final decision-making body of the Association.

We will inform you of the Board's decision within 20 working days from when the complaint was escalated to the Board of Ash-Shahada.



If you are not happy with the Board's decision, you can complain to the Housing Ombudsman's Service to review the Board's decision.

Please note that the Housing Ombudsman Service will only consider complaints that have been investigated through stages 1-3 above.

The Ombudsman's address is:

Housing Ombudsman Service
PO Box 152
Liverpool, L33 7WQ

Telephone: 0300 111 3000

E-mail: info@housing-ombudsman.org.uk

You can complain to the Housing Ombudsman's Service at <https://www.housing-ombudsman.org.uk/about-us/corporate-information/policies/dispute-resolution/policy-on-remedies/>

Please use the form below to provide us with details about your complaint. If you need an accessible format of the form below, or if you require assistance to complete it, please let us know.

Next Review Date: January 2024



**COMPLAINTS FORM
AND CONFIDENTIAL QUESTIONNAIRE**

FOR OFFICE USE ONLY

If you have a complaint or enquiry about any aspect of the service provided by Ash-Shahada, which has not been resolved, it would help us if you use this form to make your complaint, but please write a letter, or telephone, if you prefer. Send your complaint, with any supporting documents to:

**The Housing Officer
Ash-Shahada Housing Association
Daily Times House
43/45 Coldharbour Lane
London SE5 9NR**

1. Surname

2. Forename(s)

3. Address

4. Day Time Telephone Number

5. Complaint:



6	The people I have spoken to are:
7	I would like Ash-Shahada to take the following action(s) to resolve my complaint:
Signed _____ Date _____	



Confidential Questionnaire on Equal Opportunities

Ash-Shahada is opposed to any form of discrimination. We want to know if anyone is suffering any prejudice because of their race, colour, sex, disability, household or age.

You do not have to fill in this questionnaire but it will help us to see if we are achieving these aims and to help improve our services to you.

Your answers will be kept separate from your application and will be completely confidential. We will use them for statistical purposes only.

I would describe myself as the following (tick one box only)

White British Irish

Other (please give details) _____

Mixed White and Black Caribbean White and Black African White and Asian

Other (please give details) _____

Asian or Asian British Indian Pakistani Bangladeshi

Other (please give details) _____

Black or Black British Caribbean African

Other (please give details) _____

Chinese Other (please give details) _____



I do not want to answer



My colour is: Black White

Other (please give details)

I am: Female Male

I consider myself to be disabled or have disabilities. Yes No

My household is:

A couple A couple with a child or children

A single person A single person with a child or children

My age is:

16 to 25 26 to 40 41 to 60 61 to 75 over 75

Review Date:

Thank you