

## BELGRAVE NEIGHBOURHOOD CO-OPERATIVE HOUSING ASSOCIATION BRIEF SUMMARY OF THE COMPLAINTS POLICY

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Belgrave Neighbourhood Co-operative Housing Association's full Complaints Policy is available on request and on our website.

### Welcoming complaints

The co-op welcome complaints from its members and encourage anyone using our services to make a complaint.

You do not have to use the word complaint for it to be treated as a complaint.

### What is a complaint?

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the co-op, its own staff (or those acting on its behalf), affecting a resident or a group of residents.

### Receiving complaints

The co-op aims to make it easy for you to make complaints. The co-op can receive complaints:

- in person through the service provider at the co-op's office
- by phone through the service provider at the co-op's office
- by letter addressed to the co-op's Registered Office
- by email at [hello@belgravecoop.org.uk](mailto:hello@belgravecoop.org.uk)
- through the enquiry form on the co-op's website
- by reference from the Chair or from another third party.

Any member of staff can receive a complaint.

### The Complaints Officer

A designated Complaints Officer will take responsibility for ensuring that receipt of the complaint is acknowledged; that an investigation of the complaint takes place; and that there is communication with you throughout and regarding outcomes.

## Stage 1 Formal Complaint

The Complaints Officer will ensure that:

- the complaint is acknowledged in writing within 5 working days of receipt of the complaint
- an investigation of the complaint takes place, including interviews with you and other relevant parties, and a formal written communication to you regarding the outcomes of the investigation within 10 working days. If we need more time, we will let you know in writing.

At the end of Stage 1 of a formal complaint, the Complaints Officer will ensure that the co-op writes to you in plain language setting out the co-op's decision about the complaint and the reasons for the decisions made.

## Stage 2 Review – The co-op's final response

If you are not happy with some or all the outcome of your complaint, you may request a review. The request for a review will be acknowledged in writing within 5 working days.

The co-op will form an independent review panel which will be independent of the complaint and the Complaints Officer. You will be given every opportunity to set out your complaint to the Review Panel.

The Review Panel will offer a final written response to you within 20 working days of a review request being received. If the Review Panel cannot meet that timescale, it will let you know.

If you are still unhappy with the outcome of your complaint, you may refer the complaint to the Housing Ombudsman Service. You may access the Housing Ombudsman Service when you wish to and may receive assistance from the Ombudsman during the life of a complaint.