

The Hyelm Group

Complaints Policy

Introduction

The Hyelm Group aims to provide the best possible service and to operate to high standards in all areas of its operation. Complaints are treated very seriously and as an important and valuable means of feedback.

You can make a written complaint if you are dissatisfied with any aspect of our services or actions. Typically, a complaint could be about:

- The quality of services, standards or information.
- Delays in the delivery of a service.
- A failure to deliver a service.
- Policies and procedures.
- A failure to follow a policy or procedure.
- The way in which you have been treated.

Procedure

- **Step One:**

You may make a complaint in writing to the manager on duty at the scheme in which you live.

You may find it helpful to use a standard complaints form. Copies of these are available at the reception desk.

He or she will acknowledge receipt of your complaint, together with any documentation you attach to your complaint, aim to investigate the issue and reply to you within 7 days.

- **Step Two:**

If you are not satisfied with the response of the manager on duty, or should your complaint be more serious in nature, you may make a complaint in writing to the Scheme Manager.

You may find it helpful to use a standard complaints form. Copies of these are available at the reception desk.

The Scheme Manager will acknowledge receipt of your complaint, together with any documentation you may attach to your complaint, aim to investigate the issue and reply to you within 7 days.

- **Step Three:**

If you are not satisfied with the response of the Scheme Manager, you may make a further complaint in writing to the Chief Executive of The Hyelm Group.

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Procedure *(Continued)*

- **Step Three** *(Continued)*:

The address at which you can contact the Chief Executive is Hyelm – Old Street, 43 New North Road, London N1 6JB.

The Chief Executive, or another member of the Executive Management Team, will acknowledge receipt of your complaint, together with any documentation you may attach to your complaint, aim to investigate the issue and reply to you within 14 days.

- **Step Four:**

If you are not satisfied with the Step Three response, you may appeal in writing to the Chair of the Appeals Panel of The Hyelm Group. A copy of your appeal should also be addressed to the Chief Executive.

The Appeals Panel comprises a minimum of 2 members of the Hyelm Board.

The address at which you can contact the Chair is Hyelm – Old Street, 43 New North Road, London N1 6JB.

The Appeals Panel will acknowledge receipt of your complaint, together with any documentation you may attach to your complaint, aim to consider the issue and let you know the outcome of your appeal within 21 days.

Complaints to the Ombudsman

Should all of the above procedures fail, complaints may be taken up with the Independent Housing Ombudsman Service. The Hyelm Group is a member of this scheme which is approved by the Secretary of State.

The Ombudsman can be contacted at 81 Aldwych, London WC2B 4HN. Their website is www.ihos.org.uk.

Other Help

You may also find it helpful to consult other agencies, such as:

- Your local Citizens Advice Bureau.

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Other Help *(Continued)*

- A solicitor (who may charge you for a consultation).
- Your councillor at your local Town Hall.
- Your MP at the House of Commons, London SW1 0OA.

Right to Lodge Complaints to the County Court

Residents and applicants for accommodation are entitled to lodge complaints of discrimination against The Hyelm Group in the County Court on the grounds of a person's age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

There is a six-month time limit from the date of the event giving rise to the complaint to the date the complaint is registered.

Promotion

The Scheme Managers will actively encourage applicants and residents to use these procedures in relation to actual or perceived failures in the services provided by The Hyelm Group.

A copy of these procedures will be given to all applicants on applying for accommodation and to all new residents on their arrival.

Complaints Form

The Scheme Managers will ensure that a suitable supply of complaints forms are always available from the Duty Managers within their schemes.

The form will ask for the following:

- The name, address, telephone number and email address of the complainant.
- Full details of the complaint.
- The action that the complainant has taken so far to resolve the issue.
- To whom the complainant has spoken with about the matter.
- The action that the complainant would like The Hyelm Group to take.
- To state if they would like their identity to remain confidential, and if so, from whom.

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Monitoring

All complaints will be reported to the Board by the Chief Executive. Reports will include:

- Analyses of the complaints received.
- Analyses of any trends that the complaints have highlighted.
- The outcomes of the complaints.
- A report on how the information received from the analyses will be fed back into planning processes.
- A report on what The Hyelm Group has learnt from any mistakes that have been made.

Complaints from Board Members

Board members may also raise concerns about service delivery and communicate concerns raised by tenants, residents and service users through the appropriate channels.