

Complaints policy

1. Introduction

- 1.1. ReSI Homes Limited (**ReSI Homes or the Company**) are committed to providing a high-quality service for its customers, and to working in an open and accountable way which builds trust and respect. ReSI Homes will always endeavor to respond positively to complaints and put mistakes right where failings are identified.

2. Purpose

- 2.1. The objective of the policy is for ReSI Homes to put mistakes right as quickly and effectively as possible
- 2.2. To achieve this objective, this policy:
 - a) provides clear guidance on how to submit a complaint, and how a complaint will be processed; and
 - b) sets out our approach to responding to complaints in a manner which is compliant with all relevant legislation and regulations, and which ensures a timely and satisfactory outcome is achieved
- 2.3. ReSI Homes will operate its Complaints policy in compliance with the Housing Regulator's Standards as set out in "The Regulatory Framework for Social Housing in England from April 2012" as updated in 2015 and 2018 and associated guidance documents.
- 2.4. This policy has been developed in line with the 2024 Housing Ombudsman Service's Complaint Handling Code, which is now a statutory requirement.
- 2.5. Where a managing agent is engaged to manage properties on behalf of ReSI Homes or any of its companies;
 - 2.5.1. the managing agents will apply all aspects of the Complaints policy on our behalf, and ensure their staff are trained on the policy
 - 2.5.2. the managing agents will consult ReSI Homes on all significant activities undertaken in fulfilment of the policy where required; and
 - 2.5.3. The word "staff" in this policy refers to the staff of the managing agent with regard to all operational matters.
- 2.6. ReSI Homes is committed to working with customers to refine its Policies, so they are fit for purpose. ReSI Homes will proactively monitor customer feedback on the policy and its implementation and invite customers in future to contribute to the review and amendment of the policy through Customers' Forums, online surveys and other mechanisms to

maximise the input of customers into our services. When conducting surveys, ReSI Homes will make customers aware how to make complaints.

3. Scope

- 3.1. This policy applies to all customers and customers of ReSI Homes companies or third parties complaining on their behalf ("advocates").
- 3.2. This policy covers complaints against ReSI Homes employees, contractors and managing agents.

4. Definitions

- 4.1. **Complainant:** any customer who expresses dissatisfaction about ReSI Homes.
- 4.2. **Complaint:** we use the Housing Ombudsman definition and define a complaint as an "an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents."
- 4.3. Formal complaints: complaints which require some degree of investigation and / or follow-up and cannot therefore be resolved on an informal / quick-resolution basis.
- 4.4. **Complaints Officer:** The person responsible for complaints at ReSI Homes.
- 4.5. **Housing Ombudsman Service:** a service provided to all customers of registered providers of social housing which can assist customers throughout the life of a complaint and also be used if complaints should be escalated. ReSI Homes is a member of the Housing Ombudsman Scheme.

5. Complaints Officer and the Member Responsible for Complaints

- 5.1. ReSI Homes will have a dedicated "Complaints Officer", whose role may or may not be dedicated to complaints handling. The Complaints Officer will:
 - Act sensitively and fairly
 - Be trained to receive complaints and deal with distressed and upset customers
 - Have access to staff at all levels to facilitate quick resolution of complaints; and
 - Have the authority and autonomy to act to resolve disputes quickly and fairly

- 5.2. Housing Performance and Compliance Director will act as the dedicated Complaints Officer for ReSI Homes.
- 5.3. In addition to this, a member of the governing body will be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC')
- 5.4. The MRC will be responsible for ensuring the Board of ReSI Homes receives regular information on complaints that provides insight on the company's complaint handling performance.

6. Exclusions

- 6.1. There are some instances where ReSI Homes or the designated property manager will not be able to consider a complaint.

Please note, whilst this list is intended to provide a guide on circumstances where a complaint won't be considered, discretion must be used on a case-by-case basis to ensure fairness and equality. This policy does not apply in the following situations:

- The issue has not previously been reported to us and will therefore be treated as a service request. Examples of service requests include:
 - A repair/defect that hasn't previously been reported
 - A new neighbourly dispute
 - A new instance of antisocial behaviour (ASB)
- Neighbour disputes – these will be handled in line with our ASB policy, except where you are complaining about the handling of an existing ASB case, or whether we have followed our ASB policy
- The issue(s) causing the complaint occurred over twelve months ago.
- The complaint has already exhausted the complaints procedure, with no new or further evidence or information to be considered
- Requests which are dealt with under specific legislation, which includes (but is not limited to) Subject Access Requests and Data Protection breaches
- Where the issue is subject to legal proceedings, either pending, or complete
- Alternative action outside of our complaints process may be more appropriate in some circumstances, including insurance claims such as personal injury or third-party liability
- In the instance of contractual disputes
- Where the issue arises from a decision taken in accordance with our legal obligations (be it contractual, statutory, regulatory or something else) such as lease agreement

- 6.2. A detailed explanation will be provided to you setting out the reasons why the matter is not suitable for the complaints process, where possible we will refer you back to the relevant service area and your right to take that decision to the Housing Ombudsman.

7. Approach to complaints

- 7.1. Customers of ReSI Homes who make a complaint can follow ReSI Homes two-staged complaints processed outlined below.
- 7.2. In recognition of ReSI Homes' service structure all Stage 1 complaints will usually be handled by third-party property managers acting on behalf of ReSI Homes in line with ReSI Homes Complaints policy, however they could be handled by a member of the ReSI Homes' team.
- 7.3. ReSI Homes and the designated third-party property managers will operate the policy in line with the objective of seeking swift, effective complaints resolution. For this reason, ReSI Homes will work with customers to access the most appropriate channels for making complaints if these are not the ReSI Homes' complaints process. For example, in some instances complaints should instead be made through planning consultations or other statutory processes.

8. Process to making and managing complaints

- 8.1. ReSI Homes follows a two-staged complaints management process. At all stages, a record of all correspondence with the complainant will be maintained. Where ReSI Homes is unable to adhere to timescales set out in the process, ReSI Homes will provide the complainants with good reason why this is the case. Upon receiving your complaint, our aim is to promptly address the issue either immediately or within five working days. Should an immediate resolution not be feasible, or if you find the initial resolution unsatisfactory, we will escalate the matter according to the following steps.
- 8.2. Throughout each step of the process, we will prioritise understanding your unique circumstances and requirements, making necessary adjustments where appropriate. Our team will collaborate with you to comprehensively identify the concerns outlined in your complaint and the outcomes you seek.
- 8.3. We commit to maintaining transparent and consistent communication as we investigate your concerns, ensuring that our response comprehensively addresses the issues raised and proposes suitable resolutions.
- 8.4. At the conclusion of each stage, we will communicate whether your complaint has been upheld, partially upheld, or not upheld, providing clarity on each outcome:

- Upheld: Acknowledgment of service discrepancies or policy/procedural failures on our part
- Partially upheld: Recognition of certain aspects of your complaint alongside identified failures in our policies/procedures, while other aspects remain unsubstantiated
- Not upheld: Disagreement with the complaint and the absence of identified failures

8.5. Stage one (complaint)

8.5.1. A customer should make a complaint via e-mail, by phone, online or in person to the property manager responsible for managing their home on behalf of ReSI Homes (the “designated property manager”) in first instance. Alternatively, complaints can also be made directly to ReSI Homes via e-mail, by phone or directly on the ReSI Homes’ website. ReSI Homes will conduct a review of all complaints received directly and where applicable refer them to the designated property manager.

8.5.2. ReSI Homes or the designated property manager will log the complaint as such and may contact the complainant to understand the nature of the complaint and / or to clarify outcomes being sought by the customer. ReSI Homes or the designated property manager will acknowledge the Formal stage 1 complaint within 5 working days of the complaint being received. The acknowledgement will confirm which elements of the complaint are going to be investigated.

8.5.3. ReSI Homes or the designated property manager will provide a written response within 10 working days of the complaint being acknowledged and in this time either:

- provide a response confirming its understanding of the complaint and the resolution/decision; or
- provide a response confirming its understanding of the complaint and explaining why the complaint cannot be resolved and providing an estimated time frame by which the Stage One decision will be made and including contact details of the Ombudsman. This may be because the complaint needs to be addressed by a third party (e.g. developer, managing agent or contractor)

8.5.4. ReSI Homes will fully resolve all Stage One complaints within 20 working days from the complaint acknowledgement date.

8.5.5. At the completion of stage 1 complaint, ReSI Homes or the designated property manager will confirm the following:

- a) the complaint stage
- b) the complaint definition
- c) the decision on the complaint

- d) the reasons for any decisions made
- e) the details of any remedies/ compensation offered to put things right
- f) details of any outstanding actions; and
- g) details of how to escalate the matter to stage 2 including timeframes if the complainant is not satisfied with the response.

8.6. Stage two (complaint review)

- 8.6.1. If all or part of the complaint is not resolved to the complainant's satisfaction at Stage 1, the complainant will be given the chance to progress the complaint to Stage 2. If the Stage 1 complaint was handled by the designated property manager, the stage 2 complaint will be handled by a different member of ReSI Homes. If the Stage 1 complaint was handled by a member of ReSI Homes staff, the stage 2 complaint will be escalated to a different member of the team.
- 8.6.2. A request to escalate a complaint should be received within one month. If a request to escalate is made later than 4 weeks we may refuse to escalate the complaint in such instances, we will provide a written explanation and provide details of your right to take the decision to the Housing Ombudsman.
- 8.6.3. ReSI Homes or the designated property manager will acknowledge the request for stage 2 complaint escalation within 5 working days of the escalation request being received.
- 8.6.4. Customers will not be required to provide an explanation for their reasons for requesting a stage 2 considerations.
- 8.6.5. The stage 2 complaint details and relevant correspondence will be carefully reviewed, and ReSI Homes will provide a written response within 20 working days of the stage 2 complaint being acknowledged.
- 8.6.6. ReSI Homes aims to resolve any Stage Two escalations within 20 working days of receiving the request to escalate. Exceptionally, with a good reason, ReSI Homes may require additional time to respond to stage 2 escalation. This should not exceed a further 20 days without good reason. If an extension is required to enable us to respond to the complaint fully, we will clearly explain the reasons to the complainant and provide them with Ombudsman's contact information.
- 8.6.7. If a complainant has escalated their complaint through the two-stage process and the issue has still not been resolved to their satisfaction, they can contact the following:

- Designated Person – A Designated Person can be a Councillor or an MP. The Designated Person will help resolve the complaint themselves or refer the complaint directly to the Housing Ombudsman Service
- Housing Ombudsman Service – If a complaint has not been resolved to the complainant's satisfaction eight weeks after the completion of the ReSI Homes two-stage process, the complainant can contact the Housing Ombudsman Service directly, or can be referred to the service by a Designated Person. ReSI Homes will cooperate with The Housing Ombudsman's requests for information (including providing evidence within 15 working days of it being requested if possible). The Housing Ombudsman Service contact details are below:

Housing Ombudsman Service

PO Box 1484

Unit D

Preston

PR2 0ET

Email: info@housing-ombudsman.org.uk

Phone: 0300 111 3000

<http://www.housing-ombudsman.org.uk>

- 8.6.8. At the completion of stage 2 complaint, ReSI Homes or the designated property manager will confirm the following:
- a) the complaint stage
 - b) the complaint definition
 - c) the decision on the complaint
 - d) the reasons for any decisions made
 - e) the details of any remedy offered to put things right
 - f) details of any outstanding actions; and
 - g) details of how to escalate the matter to the Ombudsman Service if the complainant remains dissatisfied
- 8.7. Outcome of the complaints
- 8.7.1. Depending on the outcome of the complaint, ReSI Homes or the designated property manager may:
- acknowledge when things go wrong and do our best to fix them

- apologise
- improve procedures to prevent similar problems from happening again
- pay compensation if applicable

9. Making a complaint

9.1. ReSI Homes allows complaints to be made via e-mail, by phone and in person to the property manager responsible for managing the complainants' home on behalf of ReSI Homes or directly to ReSI Homes.

9.2. The website of the designated property managers will include information on how to raise a complaint. ReSI Homes has its Complaints policy and process available and downloadable on its website.

9.3. How to contact us:

In the first instance you should always complain to the property manager responsible for managing your home. You can also make a complaint to ReSI Homes by telephone on 020 7382 0909, using e-form on our website <https://resi-homes.com/>, by emailing us on complaints@resi-homes.com or by letter to ReSI Homes Limited, 80 Cheapside, London, EC2V 6EE.

10. Guidance for managing agents and contractors

10.1. This policy requires any Managing Agent or Contractor providing services on ReSI Homes' behalf to:

- Record and respond to customer complaints within the timescales detailed in this policy
- Provide ReSI Homes with any information relating to a complaint upon request; and
- Assist ReSI Homes with investigating complaints where appropriate

11. Learning from complaints

11.1. ReSI Homes views complaints as an opportunity to learn how it can improve its services. ReSI Homes will record and monitor every complaint, including details such as the subject of the complaint, resolution time and any learning points.

11.2. ReSI Homes will regularly review this register of complaints received in order to identify recurring subjects and continuously improve how the organisation handles complaints. Where possible, ReSI Homes will share with customers how learnings are being applied.

11.3. In addition, ReSI Homes will proactively monitor the effects of its complaint's procedure.

Areas to be monitored will include:

- Total number of Formal complaints
- Nature of complaints (e.g. ASB, repairs issues, contactor issues)
- Percentage of complaints resolved at the first stage of the internal process
- Percentage of complaints resolved at the second stage of the internal process
- Percentage of complaints escalated beyond the internal process; and
- Feedback from customers about how satisfied they were with the complaints process

12. Self-assessment, reporting and compliance

12.1. ReSI Homes will produce an annual complaints performance and service improvement report for scrutiny and challenge, which will include:

- the annual self-assessment against the Ombudsman Complaint Handling Code
- a qualitative and quantitative analysis of the landlord's complaint handling performance
- any findings of non-compliance with the Ombudsman Complaint Handling Code
- the service improvements made as a result of the learning from complaints:
- an annual report about ReSI Homes' performance from the Ombudsman; and
- any other relevant reports or publications produced by the Ombudsman in relation to ReSI Homes.

13. Equality and diversity

13.1. We adhere to the provisions of the Equality Act 2010. ReSI Homes does not discriminate against customers or customers on account of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

13.2. This means ReSI Homes has processes in place to accommodate an individual's needs regarding access to an appropriate channel for raising a complaint.

13.3. We work in accordance with our Equality and Diversity policy, ensuring that appropriate advice and assistance is given to those disadvantaged in the community, and that adequate translation and interpretation facilities and different formats. are available.

14. Training and promotion

14.1. ReSI Homes will publicise this policy, process, the Complaint Handling Code and The Housing Ombudsman Scheme details to our staff, managing agents and customers through:

- Our website
- Newsletter
- policy briefings and training; and
- As part of regular correspondence with customers

14.2. Any ReSI Homes officer obliged by this policy shall be offered training as may be required to give effect to this policy.

15. Changes to the Complaints policy

15.1. No change to this policy will be made without the authority of the Board.

16. Monitoring and review

16.1. This policy will be reviewed as required or at least every two years to incorporate any changes in legislation or good practice.

16.2. ReSI Homes is committed to working with customers to refine its policies, so they are fit for purpose. ReSI Homes will proactively monitor customer feedback on the policy and its implementation and invite customers in future to contribute to the review and amendment of the policy through Customers' Forums, online surveys and other mechanisms to maximise the input of customers into our services.

15 May 2024