

# Clarion Complaints Policy



## WHAT IS A COMPLAINT?

A complaint is defined as dissatisfaction expressed by a customer regarding a service, action or lack of action by Clarion Housing or one of our contractors.

A complaint can be made via the following channels

- Contact Centre - 0300 500 8000
- Online - [www.myclarionhousing.com/contact-us](http://www.myclarionhousing.com/contact-us)
- Email - [customerservices@myclarionhousing.com](mailto:customerservices@myclarionhousing.com)

## WHAT IS NOT A COMPLAINT?

- Matters already being dealt with by the Ombudsman service.
- A first time customer enquiry. Its important Clarion has an opportunity to provide a response or resolve our customer's issues.
- Liability or personal injury claims.
- Where we are advised that legal action has begun, we will continue to manage through the complaints process until confirmation of legal action has been received.
- Complaints from one resident about another. The customer should contact the neighbourhood housing team for advice on neighbour disputes.
- Issues regarding antisocial behaviour (ASB). We will manage complaints about the handling of an ASB process.
- Feedback about our policies and procedures from customers or other parties will be recorded and form future reviews
- Disagreement with a decision we have made where there is another procedure to appeal the decision, such as a dispute about service charges, succession or tenancy.
- Issues Clarion received in an unreasonable manner.
- Any complaint closed over six months ago unless:
  - There are issues ongoing related to the complaint – e.g. ASB, Damp or Mould.
  - An MP or Ombudsman have asked us to review the complaint
  - There is good reason for delay.

Initial queries will be resolved by one of our teams where possible before a formal complaint is recorded. An explanation will be given to our customer, setting out the reasons why the matter is not suitable for the complaints process if we decide not to accept a complaint.

## \*CORRESPONDENCE TO CLARION EXECUTIVES OR BOARD MEMBERS

Correspondence sent to Clarion Housing Executives Board Members will be directed to the appropriate team for action. Where the contact relates to dissatisfaction, the issue will either be investigated as a new complaint or will be included as further information in a complaint that is already being investigated.

**\*Please note we advise all our customers to send correspondence to our [central contact channels](#) as this helps us to understand volumes and identify trends. Correspondence to Clarion's Executives and Board members may take longer to filter to the correct place and subsequently result in response delays.**

A complaint made in the form of a petition on behalf of multiple customers will be treated as one complaint; interactions and correspondence will be directed to the nominated signatory.

## OUR PRINCIPLES

Our policy sets out to resolve complaints efficiently whilst learning from them to improve our services and prevent complaints arising in the future. Our principles are to provide a quality service by:

- Putting things right within reasonable timescales.
- Keeping our customer informed.
- Managing expectations.
- Following our policy and procedures.
- Fully and accurately, record details, actions and investigations of the complaint at all stages.
- Use lessons learned from the complaints to improve our service and prevent complaints.

## OUR PROMISE

- We will listen and ensure we understand your complaint.
- We will tell you what will happen next.
- We will take ownership of issues that you raise to us.
- We will keep you informed.
- We will aim to resolve your complaint quickly and manage your expectations.
- We will make it easy for you to contact us during the duration of your complaint.

## OUR PROCEDURE

We have a two-stage procedure, which is co-ordinated by our Customer Solutions team.

1. **Complaint** – If an initial attempt to resolve the query is not achieved, a formal complaint will be recorded and will be investigated. We will do all we can to resolve Customers issues and put things right.

We aim to resolve complaints within 10 working days. If we're unable to resolve your complaint within this time we will:

- Aim to keep you informed.
- Explain the reasons of why we are unable resolve your complaint.
- Provide timescale of what's involved to resolve your complaint and approximately how long your complaint will take.

2. **Peer Review** – At the conclusion of the complaint process, a customer may request a review or an escalation of their case. They will need to be clear on what they wish to be considered as their desired outcome and what specifically they are not accepting.

We aim to resolve complaints within 20 working days. If we're unable to resolve your complaint within this time we will:

- Aim to keep you informed.
- Explain the reasons of why we are unable resolve your complaint.
- Provide timescale of what's involved to resolve your complaint and approximately how long your complaint will take.

If you remain unhappy with your outcome, you can have your complaint referred to your MP, Councillor or The Housing Ombudsman Service (HOS) if you have been through all of the stages

of our complaints procedure. The Housing Ombudsman contact details can be found at [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk).

## EQUALITY

We will ensure our practices don't disadvantage minority groups or disabled people and don't discriminate against any resident on grounds of their race, ethnic origin, gender, sexuality, marital status, disability, age, religion or class

We welcome complaints in all formats and will provide help for customers with hearing difficulties or sight problems.

<b>Date last reviewed:</b>	December 2020
<b>Date next review:</b>	March 2021