

# Park Hill Housing Cooperative Complaints Procedure

## 1. How to Make a Complaint

Park Hill Housing Cooperative (PHHC) has a **two-stage complaints procedure** in line with the Housing Ombudsman Complaint Handling Code 2024, detailed below and summarised on page 4.

You can express dissatisfaction with management or a service to the Complaints Officer (the Managing Agent (MA) contracted by PHHC) by completing the attached Complaints Form on pages 5 and 6 and contacting us in the following ways:

- **Email** - management @parkhillhousing.co.uk
- **Telephone/answerphone** - 020 7622 4295
- **In writing** - 13 Allard Gardens, SW4 9QA
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A complainant has the right to nominate a representative to act for them and also has the right to be accompanied by one person to any meeting regarding the investigation into the complaint. Any representative must be agreed prior to any meetings - failure to seek approval may result in the meeting being postponed.

If a complaint is raised by a third party, it will be considered in line with relevant legislation to assess whether it can be progressed.

We will always try to respond quickly with the following timelines but please note that the **Complaints Officer works** part-time.

## 2. Complaints Procedure Stage 1

A complaint will be acknowledge, defined and logged at Stage 1 within **five working days of the complaint being received** by the Complaint Officer.

Within **10 working days from the acknowledgement** above, the defined complaint will be investigated and the complainant will receive a full response providing clear reasons for any decisions.

If an extension is required, the complainant will be informed of the reasons for this. The extension will be a maximum of 20 working days from the initial acknowledgement being received.

If, during the investigation stage, the complainant raises additional related issues, these will be considered. Any new issues will be treated as a new complaint.

The Complaints Officer will confirm the following to the complainant on completion of Stage 1, the:

- Complaint procedure stage
- Complaint definition
- Decision of the complaint
- Reasons for any decisions
- Details of any remedial actions offered to put things right
- Details of any outstanding actions; and
- Details of how to escalate to Stage 2 if the complainant is not satisfied with the response

### 3. Complaints Procedure Stage 2

If the complainant is not satisfied with all or part of the response at Stage 1, they can request to the Complaints Officer within **20 working days from receipt of Stage 1** to escalate part or all of the complaint to Stage 2.

The request will be acknowledged, defined and logged at Stage 2 within **five working days of the escalation request being received** by the Complaints Officer. The Complaints Officer will appoint someone who has not previously been involved with the complaint to investigate it at Stage 2.

Within **20 working days** from the acknowledgement above, the complainant will receive a final response.

If an extension is required, the complainant will be informed of the reasons for this extension, which will be a maximum of **40 working days** from the Stage 2 acknowledgement.

The Complaints Officer will confirm the following to the complainant on completion of Stage 2, the:

- Complaint stage
- Complaint definition
- Decision of the complaint
- Reasons for any decisions
- Details of any remedial actions offered to put things right
- Details of any outstanding actions
- Details of how to escalate to the Housing Ombudsman Service if the complainant remains dissatisfied

There is no further action beyond that potentially detailed in the final response at Stage 2, this is where the Complaints Procedure process ends. If the complainant remains dissatisfied, they can contact the Housing Ombudsman Service for advice.

### 4. Confidentiality and Impartiality

All those involved a complaint are expected to treat the matter in the strictest confidence and only disclose the information necessary to those involved in an official capacity in resolving the complaint.

In a small community, it is recognised that conflicts of interest may arise and close personal relationships may contribute to bias in decision making. Members involved in dealing with any complaint must maintain objective.

### 5. Communication and Record Keeping

All parties involved in reports of complaints will be kept informed of decisions made, actions taken and any outcomes by the Complaints Officer.

Notes of meetings and conversations with the relevant parties should be written up by the Complaints Officer as soon as possible after they have taken place.

At every point of this procedure, the Complaints Officer must be kept informed of all decisions and actions and provided with copies of all correspondence, minutes of meetings, etc. The Complaints Officer will record a chronological summary of events, meetings and actions.

It is imperative that accurate records of all file notes, correspondence and evidence is kept on the tenancy files of the relevant individuals.

## **6. Procedure Review**

This procedure will be reviewed periodically. It will also be reviewed if there are any changes to the rules, legislation or to the regulatory framework.

**Approved by the Management Committee on 15/10/2024**

# PHHC Complaints Procedure Summary

Complaints can be made to the Complaints Officer (Managing Agent) by:

**Email** - [management@parkhillhousing.co.uk](mailto:management@parkhillhousing.co.uk)

**Telephone/answerphone** - 020 7622 4295

**In writing** - 13 Allard Gardens, SW4 9QA

We have a **two-stage complaints procedure** - we will always try to respond quickly with the following timelines, but please note the **Complaints Officer works part-time**.

## Stage 1

Your complaint will be acknowledged, defined and logged within **five working days by the Complaints Officer**.

Your complaint will be investigated within **10 working days** from the acknowledgement and you will receive a full response with clear reasons for any decisions.

If an extension is required, you will be notified and the extension will be a maximum of **20 working days** from the initial complaint acknowledgement.

## Stage 2

If you are not satisfied with the Stage 2 response, you have **20 working days** to request the complaint is escalated to Stage 2.

Your request will be acknowledged, defined and logged at Stage 2 by a different Complaints Officer from Stage 1 within **five working days** of the escalation being received.

Within **20 working days** from acknowledgement you will receive a final response unless there is a good reason for needing more time up to a maximum of **40 working days**.

## Housing Ombudsman Service

If you remain dissatisfied with the way your complaint has been handled, you can contact the Housing Ombudsman Service for advice.

The PHHC Complaints Policy and Procedure follow the Housing Ombudsman Service [Complaint Handling Code 2024](#)

## Complaints Form

Please ask the Complaints Officer (Managing Agent) if you need help to complete this form. The Complaints Form will be completed by the member reporting the dispute if you are reporting it in writing or email, and by the Complaints Officer if you are reporting it by phone. If it has been completed by the Complaints Officer, it will be sent to the member reporting the dispute to check and sign, possibly at a later date.

Details of the complainant	
Name (i.e. your name)	
Address (i.e. your address)	
Are you:	
A PHHC member?	
Someone else?	
Contact details	
Phone number	
Email address	

Details of the complaint - your complaint could be about something that PHHC should or should not have done or has done badly or unfairly, or about something that PHHC has done or not done in accordance with our policies and procedures, about the way that a complainant has been treated in the provision of a service, or about a complainant feeling that they have been discriminated against in relation to a service provision. This may include PHHC taking too long to provide a particular service, not doing something a policy says will be done, giving someone wrong information or misinforming them, treating someone unfairly in relation to delivery of a service, making a commitment which has not been kept or another service matter. We will advise you if the matter you are raising should not be dealt with as a complaint.

Please tell us about the complaint. Try to include as much detail as possible, including dates and times when things happened and specifying any individual people involved. You can submit other evidence, such as photos if you wish. Continue on a separate sheet if necessary.

What would you like to see happen to help resolve your complaint?

Please tell us about any special or communication needs you have where you will need particular assistance in discussing the anti-social behaviour with us (such as language, physical or other issues)?

I believe the information I have given on this Complaints Form to be true and accurate

Signed (complainant)

Date of signing

My complaint was reported by: (please tick one box)

Email

Telephone

In writing

In person by visiting the PHHC office

For PHHC use only - details of the Complaints Officer who received the Complaint Form

Complaints Officer name

Role

Date Complaints Form received

Complaint Reference