

Complaints Procedure

This procedure is to be read alongside the Complaints Policy and Complaints workflow for employees of My Space Housing Solutions.

How we define a Complaint

A complaint is defined as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff or those acting on our behalf, affecting a resident or group of residents.

An individual does not have to use the word “complaint” in order for it to be treated as such. A complaint made by a third party or representative on behalf of a tenant will still be handled in accordance with our Complaints Policy.

A complaint about anti-social behaviour from a My Space tenant or member of the community will not be regarded as a complaint unless the complaint is about My Space’s handling of the anti-social behaviour.

My Space recognises that not everybody is willing or able to make a complaint: some people may just be wishing to clarify their understanding of a matter or be listened to. If a tenant does not receive a satisfactory answer to a query, the staff member concerned should escalate the matter as a complaint, and tenants have the right to do that in any case.

A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the complainant and whether there are any urgent actions required

Who deals with Complaints?

Any member of staff at My Space who deals with complaints must have completed the My Space complaints training, and the Housing Ombudsman’s Dispute Resolution and Applying Dispute Resolution Training.

First Stage

If the member of staff who takes the initial complaint is able, they can deal with the first stage of the complaint. Reasons they would not be able to are as follows:

- If the complaint is about the person who took the complaint
- If there is a conflict of interest relating to person who took the complaint or a member of their team
- If the complaint is about a member of staff at their level, or regarding service delivery relating to their staff team.

If any of the above are the case, then a manager from the team will deal with stage one of the complaint. If there is a conflict of interest with the manager of the current team, then a manager from a different team will be asked to pick up the complaint.

Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant, and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.

If all or part of the complaint is not resolved to the complainant’s satisfaction at stage one it must be progressed to stage two of My Space’s Policy unless an exclusion ground now applies. In instances where we decline to escalate a complaint we must clearly communicate in writing our reasons for not escalating as well as the complainant’s right to approach the Ombudsman about our decision.

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Second Stage

Following a request to escalate, a manager of a higher level than the member of staff at the first stage must complete stage two of the complaint. If there is a conflict of interest identified then a higher manager from another team will be asked to respond to the stage two complaint.

Any complaints regarding a member of staff will be raised with HR to inform them. If deemed necessary the complaint will be dealt along side HR.

If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.

Complaints Handling Principles

All My Space employees who deal with complaints must comply with the following:

- deal with complaints on their merits
- act independently and have an open mind.
- take measures to address any actual or perceived conflict of interest.
- consider all information and evidence carefully.
- keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter.

The complainant, and if applicable any staff member who is the subject of a complaint, must also be given a fair chance to:

- set out their position.
- comment on any adverse findings before a final decision is made.

Landlords should keep residents regularly updated about the progress of the investigation.

A complaint response must be sent to the complainant when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed.

Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.

Outcomes and Lessons Learned

Outstanding actions will be tracked by managers on a weekly basis through our Complaints Monitoring page on Infinity to ensure these are actioned and that regular updates are being provided to the complainant.

Monthly reports will be sent to the CEO on complaints performance.

Quarterly reports will be shared with the Board of Trustees on complaints performance.