



Mission Housing

Complaints Procedure

MAKING A COMPLAINT

Mission Housing Association is committed to providing all tenants with a high quality service in all areas of our work, and we encourage us to always act in a fair, helpful and efficient manner.

Some of the time, we get things wrong and we want to hear about it so we have the opportunity to put it right.

When dealing with complaints, we will:

- Make it easy for you to make a complaint.
- Give you a prompt response.
- Sort out the problem efficiently and fairly.
- Be fair, polite and helpful.
- Keep you up to date with the progress of your complaint.
- Treat your complaint confidentially;
- Give you the right to a second opinion.

Who can make a complaint?

- 1) Anyone living in a property owned or managed by us, or anyone acting on his or her behalf and with his/her consent.
- 2) Anyone who wants to receive a service from us can also complain, for example, someone applying for housing support.
- 3) People who live next door to one of our properties can complain about the behaviour of our tenants, residents and their visitors, and about any damage caused to their property by lack of repair to our property.

What can I complain about?

You can use the complaints process when you have informed us that you feel something is wrong and we haven't put it right. You may want to complain because:

- we haven't undertaken our legal duties as your landlord;
- you feel that our policies or practices are unfair;
- you believe that we haven't followed our own rules properly or have not provided a service efficiently; or
- you feel that a member of staff has behaved improperly or has been impolite.

How to make a complaint:

If you want to make a complaint, please let us know what you would like us to do to put things right.

Before we will consider the matter as formal complaint, we will try to put matters right as quickly as possible. If we cannot resolve the issue to your satisfaction at this stage, you can then make a formal complaint that has three stages.

INITIAL STEPS

If you're not satisfied with any aspect of our service, try to resolve any problems by talking to the staff involved. In most cases, this should be the quickest way to resolve issues.

If this first approach doesn't prove satisfactory, the matter can be considered as a Formal Complaint Stage 1.

Formal complaint: Stage 1

At this stage, we suggest that you put your complaint in writing to the Chief Executive.

The Chief Executive will respond to your complaint within 10 working days but should it take longer, the CEO will write and inform you of the reasons for the delay.

We will not consider complaints at Stage 1, if you have not tried to resolve the matter as outlined in the paragraph 'Initial Steps'.

Formal complaint: Stage 2

If you are not satisfied with the response under Stage 1, two Board members of Mission Housing will then consider your complaint and will send you a written response within 15 working days of their investigation. They may wish to meet with you in the office or in your home to discuss the matter. We hope the matter will be resolved at this stage.

Formal complaint: Stage 3

If you still believe that your complaint has not been resolved, you have the right to put your case to a Chair of the Board. You can take a friend or family member to a meeting with the Chair but not a legal representative or advocate.

We will inform you of the Chair's decision within 20 working days of the decision being made. Mission Housing's internal complaints procedure ends with the decision of the Chair. If you are not happy with their decision, you can take your complaint to the Housing Ombudsman Service.

The Ombudsman will only consider complaints that have been investigated through the above stages.

The Ombudsman's address is:

Housing Ombudsman Service, 81 Aldwych, London WC2B 4HN

Telephone: 020 7421 3800

The Housing Ombudsman Service will try to sort out most complaints informally, but if this is not possible, they will either propose mediation or arbitration, or will start a formal investigation.

What happens if a complaint is upheld?

We will give a full apology if all or part of a complaint is upheld. Depending on the nature of the complaint, we may also deliver the service we failed to provide, give financial compensation, if appropriate, and review our procedures so that the same mistake does not happen again.

What happens if a complaint is not upheld?

If a complaint is not upheld, we will still try to reach an agreement, even if all procedures have been followed correctly. We always provide a full written explanation of why a decision is reached.