

# Complaints External Documents

CC Housing Association Ltd:  
Version: Draft



CC Housing Ltd Company  
Number 119801531

# External Complaints and Appeals Policy and Procedure

## 1. Policy Statement

CC Housing Management (CCHM) is committed to continuous improvement of existing services. CC Housing strives to ensure that it delivers housing support services of the highest quality with clients at the forefront of shaping the way that services are delivered and of reviewing their effectiveness.

## 2. Definition

An external customer *complaint* is an expression of dissatisfaction, whether justified or not, which has been made from another agency or organisation, a member of the public, visitor or anyone outside CCHM. A complaint may be made because CCHM has:

- Provided a poor service or failed to provide a service at all
- Failed to do something that we have an obligation to do
- Taken too long to deal with a request
- CCHM staff have behaved unhelpfully, inappropriately or discourteously
- Have policies and procedures that are wholly unfair or inappropriate

If an external customer disagrees with a decision made by CCHM, the external customer has a right to appeal that decision.

## 3. Objective of Policy

The objectives of this policy are:

- To provide an effective, simple to understand procedure for external customers to make a complaint or appeal
- To provide an effective method for CCHM staff to respond to feedback and complaints and appeals in a professional and efficient manner within the set timescales
- To obtain feedback about CCHM services, in order to improve them

- To record all complaints and appeals made so that regular reviews can be conducted for internal monitoring and accountability

CCHM recognises the importance of customer feedback and complaints to ensure that our services are meeting the needs of our customers whilst being used as a positive tool to continuously improve our services.

Therefore, all CCHM staff will take a positive approach to encouraging and dealing with all customer feedback including suggestions, comments, appeals, compliments and complaints to identify whether:

- CCHM is meeting or exceeding our customer expectations
- CCHM has failed to meet our standards or to follow policies or procedures
- There are areas where our services can be improved

#### **4. Scope**

This policy covers complaints or appeals about:

- The service provided by CCHM
- The behaviour of CCHM staff, volunteers, contractors, agents, management teams and senior management teams and Directors
- Any lack of action by the Directors, staff, volunteers, contractors, agents, management teams, senior management teams affecting an individual or group.
- Dissatisfaction with CCHM policies or procedures or decisions about individual client cases.

This policy does not cover:

- Matters that have already been fully investigated
- Anonymous complaints

#### **5. Commencement:**

This External Complaints and Appeals Policy and Procedure will be implemented in full across all services

## **6. Review of Complaints**

The QAF requires that, *'There is a periodic review (at least annual) of complaints received' and that 'asks whether there is sufficient awareness of the procedure and what would inhibit complaints.'* CCHM will ensure that the above requirement is followed in full. Therefore, the Complaints log will be reviewed in full on an annual basis, or earlier if legislative or contractual requirements dictate this is required.

## **7. Review of policy:**

The QAF requires that, *'There is a written complaints policy and procedure that has been reviewed in the last three years and this is used as a tool for service development.'*

CCHM will ensure that the above requirement is followed in full. Therefore, the External Complaints and Appeals Policy and Procedure will be reviewed in full before December 2020, or earlier if legislative or contractual requirements dictate this is required. CCHM will consult with staff, clients and consider feedback from Commissioners received during this period and will continually review the effectiveness of the External Complaints Policy and Procedure accordingly. If amendments to the External Complaints Policy and Procedure are required to improve service delivery, then these alterations will be made as required.

