

Complaint Policy Statement

One Housing are committed to putting customers first and we know that sometimes we can get things wrong. When we do, we will work with you to resolve your complaints quickly and fairly.

What you can expect from us. We will:

- Make it easy for you to make a complaint
- Aim to resolve your issues quickly without the need for a formal approach
- Deal with you complaint professionally and support you through the process
- Investigate your complaint in full and report back to you our findings
- Consider all your complaints as an opportunity to learn
- Not treat customers who make complaints any differently

Our formal complaints process

If we are unable to deal with your complaint at the point of contact it will be registered at **Stage 1** of our complaint process. You will be given a case number within 5 working days and your complaint will be assigned to a manager to investigate what has gone wrong.

We will aim to respond to you on the outcome of this investigation within 10 working days from acknowledging your complaint. If this is not possible we will give you the reason for the delay and agree an extension date of not more than 10 additional days.

If we cannot resolve your complaint at Stage 1, we can escalate it to **Stage 2**. At Stage 2 a senior manager will review how your complaint has been handled. They will look how the original investigation was carried out and how your concerns were dealt with. We aim to issue a Stage 2 response within 20 working days from when we received your request to escalate. If this is not possible we will give you the reason for the delay and agree an extension date of not more than 20 additional days.

If your complaint remains unresolved you can ask the Housing Ombudsman Service to review your complaint. We will give you details on how to do this in our Stage 2 response. If you disagree with an offer of compensation, you can ask our Compensation Panel to review the amount we have offered. You can also contact the Housing Ombudsman Service for advice at any time whilst we are dealing with your complaint. Unresolved complaints about care services should be referred to the Local Government & Social Care Ombudsman. Complaints regarding building safety should be referred to the Building Safety Regulator.

We will co-operate fully with the relevant Ombudsman Service during any investigation and comply fully with the resulting decision, which will be binding on us.

You What we expect from you. We ask that:

- You provide us with all the information we need to investigate your complaint.
- You help us resolve your complaint by telling us what you think would resolve it.
- You are reasonable in your expectations of a resolution.
- You are courteous and do not make complaints that are unreasonable or malicious.

We will:

- Keep in touch and work with you to resolve your complaint as quickly as we can.
- Provide you with a full explanation of our investigation into your complaint and of any changes we are making as a result of your complaint.
- Apologise when we get things wrong, put things right.
- Offer compensation in line with our Compensation Policy.
- Advise you on what you can do next at each stage of your complaint.
- If we are unable to accept your complaint we will give you detailed explanation setting out the reasons why it is not suitable for our formal complaints process.
- Cooperate in the same way with anyone formally authorised to act on your behalf.

If you have any questions about your complaint or would like this information in another format, you can email us at ask@onehousing.co.uk or call our Corporate Complaints Team on 0300 123 9966. More details about our complaints process can be found in our Complaints Policy available at www.onehousing.co.uk