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Complaints Policy

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| Department | Customer Engagement |
| Policy Owner | Director of Customer Engagement |
| Approved Date | 23 December 2020 |
| Date for Renewal | 23 December 2023 |
| Legal Advice From | |
| Version Number | |

Purpose

Our aim is to provide you with outstanding customer service, however we understand that occasionally things can go wrong. If this happens, we understand how frustrating it can be and we want to work with you to put things right. We promise to learn from any complaint that we receive to make sure that it doesn't happen again.

1. Definition

Our definition of a complaint is: "An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by us, our staff, or those acting on our behalf, affecting you". This means that we will do our best to resolve your concerns as soon as we are aware of your issue. If we are unable to put things right at this stage we will manage your concern as a formal complaint.

2. Our commitment to you

Our commitment to putting things right includes:

- You can tell us about your complaint in a way that is convenient to you;
- We act in a fair and understanding manner when dealing with your complaint;
- We will work with you to find a mutually agreeable resolution;
- We will clearly communicate with you and keep you informed;
- The opportunity to have your complaint heard by our Tenant Experience Group
- We will learn from complaints and improve the services we deliver;
- We publish our complaints information and what we have learnt on our website.

3. What a complaint is not

What we do not consider to be a complaint:

- Complaints where the issue occurred over six months ago;
- Reports of Anti-Social Behaviour except where it's about the service delivered;
- Something we have no control over such as Local Authority property allocations;
- Complaints that have already been considered under our complaints process;
- Claims for damage where these can be dealt with by insurance claims;
- A complaint that is or has been subject to legal proceedings.

4. The stages of a formal complaint

4.1 Complaint

We will acknowledge within 24 hours and provide you with a response within 10 working days

4.2 Review

You have 20 working days to request a review of the outcome - we then have 20 working days to issue a clear response (case dependent)

4.3 Appeal

Following the outcome of your review you have 20 working days to request an appeal - we will set up a meeting with our Tenants Experience Group

4.4 External Review

You can use a designated person (MP or local councillor) then to Housing Ombudsman Service

Version Control

Note: minor updates increase version number by 0.1; major updates increase version number by 1.0.

| Version | Detail | Approved by | Date |
|---------|--------|---------------------------------|------------------|
| 1.0 | | Director of Customer Engagement | 23 December 2020 |