

# Complaints Policy Statement

We are committed to delivering excellent services to our customers, but we know that sometimes we get it wrong.

When we do, we will listen to you and take action to put things right as quickly as we can.

## Our commitment to you

- ✓ We will welcome all complaints and view them as an opportunity to learn.
- ✓ We will make it easy for you to make a complaint and support you while it is resolved.
- ✓ We will take your complaint seriously and deal with it in a professional way.
- ✓ We will seek to resolve issues quickly without the need to take a formal approach.

You can make a complaint if the service you receive has not been satisfactory because of something we (or someone providing a service on our behalf), have done, or not done.

Some issues, such as a complaint about a neighbour or an initial request for a service will not be considered through our complaints procedures. More information on what will be dealt with through our complaints procedures are set out in our Customer Services Policy.

## If you make a formal complaint

Your complaint will be registered at **Stage 1** of the process and someone may contact you to make sure we understand what has gone wrong and how you would like us to fix it.

We will send you an acknowledgement by email or letter within 2 working days and assign it to a manager who will carry out an investigation into what has gone wrong.

We will respond to you within 6 working days of receiving your complaint and keep you updated if there are any delays with our response.

If our response at Stage 1 has not resolved your complaint we can escalate it to **Stage 2**. At this stage, a Senior Manager or Director will review how your complaint has been handled and the investigation at Stage 1, and respond to you within 15 working days of the escalation.

If still unresolved your next option is for your complaint to be reviewed by a Designated Person and/or The Housing Ombudsman Service. We can provide you with more details on all these options as part of our Stage 2 response or earlier if you require.

## What we ask of you

To provide us with the clear information we need to investigate your complaint.

To help us resolve your complaint by telling us what you expect from us.

To be reasonable in how you expect us to resolve your complaint.

To be courteous and not to make a complaint that is vexatious or malicious.

## What you can expect from us

We will keep in touch and work with you to resolve matters as quickly as we can.

We will explain the outcome of our investigation into your complaint to you, and advise you if it has provided us with an opportunity to change how we do things.

When we get things wrong we will apologise and put things right.

We will advise you at each stage on what you can do next if we have not resolved your complaint.

You would like more details on our complaints process or an update on a complaint you have made please contact Swan's Customer Relations Officer on 0300 303 2500 or at [complaints@swan.org.uk](mailto:complaints@swan.org.uk)