

Complaints Policy Statement

We aim to provide an excellent service to all our customers at all times, but we recognise that sometimes we can get it wrong.

When this happens we aim to resolve the problem quickly and at the first report.

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 treat all complaints seriously and deal with them in a professional way.

We aim to resolve issues quickly without the need to take a formal approach.

If you make a complaint

We will register it at **Stage 1** of our process and contact you to make sure we understand what has gone wrong.

We will send you an acknowledgement within 3 working days and assign it to a manager who will carry out an investigation.

We will respond to you in full within 6 working days of receiving your complaint.

We will keep you updated if there are any delays with our response.

If our response has not resolved your complaint we can escalate it to **Stage 2** of our procedure.

At this stage a Senior Manager will review your complaint and how it has been handled and respond to you within 15 working days.

If still not resolved you will be able to request your complaint is reviewed at **Stage 3** by a Complaints Panel. This panel will include two residents and a Director.

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 if you require.

What we ask of you

To provide us with the 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 to our staff and not to make a complaint that is vexatious or malicious.

What you can expect from us

We will explain the outcome of our investigation into your complaint.

When we get it wrong we will apologise and put it right

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

If you would like more details on our complaints process or an update on a complaint you have made please contact the Business Improvement Team on **01277 314341** or at improvement@swan.org.uk