

DH02 COMPLAINTS POLICY

REVISION LOG

DATE:	ISSUE NO:	AUTHOR/DEPT:	COMMENTS/REVISIONS	EFFECTIVE DATE:
25/06/2025	2	Depaul Housing Association	Changes to the wording so that the policy flows more cohesively and is easier to read.	June 2025

1. POLICY STATEMENT AND PROCEDURE

1.1. Depaul Housing Association is committed to providing an efficient and courteous service to all its tenants. However, where a complaint is made, the following procedure will be adhered to.

1.2 Receiving Complaints. A person can make a complaint:

- Verbally, in person or by phone.
- In writing by email, letter or by submitting a complaint form (all complaints will be recorded on a complaint form).

1.3 Stage 1:

- When a complaint is received, particularly by telephone, Depaul Housing Association will try to resolve it immediately by providing the required information or taking appropriate action to the satisfaction of the individual. This should be achievable for routine complaints about repairs/rent etc. The individual will be asked whether he/she is satisfied with the response.

1.4. Stage 2:

- If the complaint cannot be sorted out immediately, the individual should receive a prompt acknowledgement of their complaint within 10 working days, they will be advised that they can expect a full response in a reasonable timeframe (e.g. within 20 working days) and the name of the person they can contact about the complaint.

1.5. Stage 3:

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- If the complaint has not been resolved to the individual's satisfaction, a further investigation into the complaint should be undertaken and they should receive a written response from an authorised person within Depaul Housing Association. Information about complaints will be collated from the complaint forms and reported to the Board of Trustees.

1.6. Depaul Housing Association will endeavour to:

- Resolve complaints at the earliest stage.
- Ensure the individual is kept informed of progress and has a point of contact with whom they can liaise in relation to their complaint.
- Ensure people from more vulnerable groups (e.g. people with dementia or people from minority groups) receive appropriate support to complain with someone to advocate on their behalf.

2. COMPLAINTS REGISTER

2.1 A Register will be maintained of any complaints received and a report will be presented to the Board on complaints received in the last quarter/year, covering the nature of the complaint, action(s) taken and status of the complaint (e.g. resolved/withdrawn, outstanding/unresolved etc.)

CEO Signature:

A handwritten signature in blue ink that reads "David Powell".

Date of Issue: 26.8.2025