

People First Housing Association

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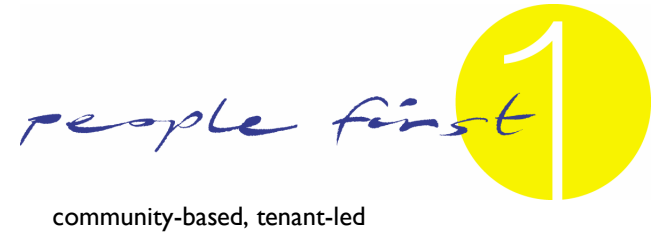
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People First Housing Association is registered under the Cooperative and Community Benefit Societies Act 2014, Registration Number 27746R. It has charitable status and aims to promote equality of access to all services.

This leaflet is available in other languages, larger print and audio. Please contact the admin team if you would like to know more.



Appendix 2

Complaints Policy

People First aims to provide a high level of service. To help us do this we welcome feedback. Complaints are viewed positively as a means of being able to improve services. Our primary focus is on putting problems right where the service has failed.

What is covered by this policy?

If you have contact with our services, you can use this policy to complain about anything we do or don't do or anyone working on our behalf (for example, about our services, our staff, contractors or anyone else). You may ask someone else to make a complaint on your behalf such as an advocate, family member or friend.

We suggest you use it where we cannot deal with any issues you have there and then with your agreement.

If you are a tenant and you have a complaint about a third party, e.g., if you wish to complain about your neighbours, you should refer to our Antisocial Behaviour and Hate Incident Policy.

We also have a suggestion scheme for people who don't have a specific 'complaint' but would like to suggest improvements to our services. Please see our separate leaflet "Compliments and Suggestions" for details.

If you have a complaint

You can express your complaint in any way you choose in writing, by phone, in person or by e-mail. Our feedback form – which you should find with this leaflet – may be of help in organising your thoughts. Please address to/ask for our Complaints Officer and they will ensure it is dealt with by the correct person.

There are 2 stages to People First's complaint procedure.

- Stage 1 complaints: will be dealt with by the service manager/head and is aimed at a first complaint
- Stage 2 complaints: will be dealt with by the Chief executive or Operations Director in their absence when you are not happy with the response at stage 1

Stage 1

When you make a complaint, you should receive an acknowledgment within 5 days of doing so setting out our understanding of the complaint.

In most cases you will receive a full response within 10 working days of receipt of your complaint.

Sometimes, however, it may not be possible to meet this deadline and we may need to extend the response time by up to 20 working

days (making a total of 30 working days from receipt). If we extend more than 10 days, there must be a good reason for this.

If we have to extend the response time, we will give you a clear timeframe of how long the complaint will take to handle and the reasons behind this.

Exceptionally we may need more than 30 days (for example in complex situations or extended leave of the staff involved) in this case we will need to come to an agreement with you on the timeframe. If we cannot reach an agreement, you may contact the Housing Ombudsman (tenants) or Service Commissioner (support users).

If you remain dissatisfied

If you are unhappy with the response, you are given at stage 1 or the complaint is taking too long to handle, you can ask for the complaint to be taken to stage 2.

Stage 2

As for stage 1 you will receive an acknowledgement within 5 days and an outline of our understanding of the complaint.

We will aim to deal with your complaint within 20 working days. If that is not possible, we may extend this time period by up to 10 working days (making a total of 30 working days) but only with good reason.

Should a further extension to this be needed as for Stage 1 we will need your agreement to this and if we cannot reach agreement,

you may contact the Housing Ombudsman or Service Commissioner.

If you are still dissatisfied after your stage 2 response you can contact the Housing Ombudsman or Service Commissioner and ask them to review our response.

External appeal to the Housing Ombudsman Service

Tenants can contact the ombudsman at any stage, but unless you are contacting them because we have been unable to reach an agreement on an extension of the timeframes for a response you must normally have been through the two stages of People First's procedure.

Contact details for the Housing Ombudsman

Tel: 0300 111 1000

Email: info@housing-ombudsman.org.uk

Website: www.housing-ombudsman.org.uk

External appeal to the Service Commissioner

Service users can contact the commissioner at any stage, but unless you are contacting them because we have been unable to reach an agreement on an extension of the timeframes for a response you must normally have been through the two stages of People First's procedure.

Manchester Health and Care Commissioning, Manchester City Council, Town Hall Extension, PO Box 532, Town Hall Manchester, M60 2LA

Service standards

We aim to provide the highest level of service possible. To ensure we do this, we have service standards which set out what you can expect from us:

- We will accept complaints, compliments and suggestions verbally, in writing (you may use the feedback form), by e-mail, by phone or by any other method of your choice.
- We aim to give a full and frank response to complaints within the set timeframes. If the investigation is complex and the complaint takes longer to resolve, we will give you an estimate of how long the complaint will take to handle.
- We will report to the Board on the outcome of complaints every six months.
- We will keep customers informed about how complaints have been used to improve things.
- We will respect individual rights to privacy and confidentiality.
- We will offer a non-judgemental and customer-centred approach.
- We will ensure the complaints policy is accessible and published on our website and included in welcome packs