

People First Housing Association

Office Windrush Millennium Centre,
Room 2:3,
70 Alexandra Road,
Moss Side
M16 7WD

Telephone 0161 235 6900

Web www.pfha.co.uk

E-mail admin@pfha.co.uk (this is a
confidential email address with limited access for our
Complaints Officer)

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.

We want to ensure the complaints process is open to all.
If you require any reasonable adjustments, e.g., support in
making a complaint or information in large print or audio
or translation services please contact the admin team.



community-based, tenant-led

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. Customers will not be treated differently because they make a complaint.

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, if you are dissatisfied about the services, provided by our staff, contractors, or anyone else or their conduct).

We suggest you use this policy where we cannot with your agreement deal with any issues you have there and then via a service request.

If you are a tenant and you have a complaint about a third party, e.g., your neighbours, this will be dealt with in line with our Antisocial Behaviour and Hate Incident Policy.

We also have a suggestions 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 or speak to a staff member.

If you have a complaint

You can express your complaint in any way you choose in writing (letter or e-mail), by phone, or in person. Our feedback form – which you should find with this leaflet – may be of help in organising your thoughts. You may ask someone else to make a complaint on your behalf such as an advocate, family member or friend and they can be present at any meetings.

Please address complaints to or ask for our Complaints Officer and they will ensure they are 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 working days of doing so setting out our understanding of the complaint, the outcomes, and timescales for a

response. We may contact you to confirm our understanding of the complaint if we feel this is necessary.

In most cases you will receive a full response within 10 working days of the acknowledgement 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 10 working days (making a total of 20 working days from acknowledgement).

If we have to extend the response time, we will not do this without good reason and will give you a clear timeframe of how long the complaint will take to handle and the reasons for this.

You may request an escalation of your complaint to stage 2 or contact the Housing Ombudsman (tenants) or Service Commissioner (support users) if you are unhappy with the delay.

If you remain dissatisfied after the response

If you are unhappy with the response to your complaint and have not already requested escalation to stage 2 then the complaint can be escalated, or you may contact the Ombudsman if you feel it is taking too long.

Stage 2

As for stage 1 you will receive an acknowledgement within 5 days of the escalation request and an outline of our understanding of the complaint, the outcomes and timeframes for a response. We may contact you to confirm the details of the complaint.

You should get a formal response to your complaint within 20 working days of the acknowledgment. If that is not possible, we may extend the response time by up to 20 working days (making a total of 40 working days) but only with good reason.

You may contact the Housing Ombudsman or Service Commissioner if you are unhappy with this delay.

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 Housing Ombudsman at any stage, but you must normally have been through the two stages of People First's procedure unless we are not responding to your complaint or there are unreasonable delays.

Contact details for the Housing Ombudsman:

Tel: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Website: www.housing-ombudsman.org.uk

Address: Housing Ombudsman, PO Box 1484, Unit D, Preston PR2 0ET

External appeal to the Service Commissioner

Community Support Service users can contact the commissioner at any stage, but you must normally have been through the two stages of People First's procedure unless we are not responding to your complaint or there are unreasonable delays.

Address: 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:

- Adopt an approach to complaints that is clear, simple, and accessible that offers assistance as appropriate and ensures that complaints are resolved promptly, politely, and fairly.
- Ensure our approach is non-judgemental and considers the individual needs of customers.
- Acknowledge when something has gone wrong and set out the actions on how we will put right.
- Expect staff to be friendly, courteous, professional, and reliable at all times.
- Respect individual rights to privacy and confidentiality.
- Keep customers informed about how complaints have been used to improve services.
- Publish information about complaints each year, including their number, nature, outcomes, and performance against timescales, in newsletters and on the website.
- Publish the complaints policy widely on our website and in welcome packs.
- Monitor performance in complaint handling and learn from feedback to continually improve our services.

Only exclude a complaint in exceptional circumstances as outlined in our Unacceptable Customer Behaviour Policy.