



Produced by: Policy and Strategic Initiatives Officer

Contact: Emma Sutton 01256 312838
Emma.sutton@sentinelha.org.uk

Complaints Policy

“You are the customer, we at Sentinel want to give you an excellent service.”

If you would like this policy in large print, braille or translated, please contact the Customer Service Centre on 0800 195 5515 from a landline or 0300 666 5515 from a mobile

March 2010



Complaints Policy

Why do we have this Policy?

This policy sets out how we respond to any complaint you may have about our service to you. We set the highest standards for our customer care and we value your input. Whether you have a compliment or a complaint your feedback helps us to learn and continue to improve.

Complaints about Anti-Social Behaviour are dealt with under our Anti-Social Behaviour Policy.

What is a complaint?

Here at Sentinel, we consider a complaint to be, “an expression of dissatisfaction with the service provided”.

If you have a complaint:

Please let us know immediately, you can:

- Come to see us or ask that we visit you;
- Phone;
- Write;
- Email;
- Fax.

We aim to resolve your complaint as quickly as possible. When we receive your complaint we will contact you within three working days to ensure we fully understand what went wrong and what you would like us to do to put things right.

When we have all the facts we will investigate your complaint using a three stage process:

1. A member of staff will make every effort to resolve matters to your satisfaction within five working days.
2. If you are still unhappy we will appoint a Manager to consider your complaint further. They will try to agree the solution with you within ten days.
3. Should this still not be to your satisfaction, your complaint will be heard by our complaints panel drawn from our Board with at least one resident Board Member included. The

complaints panel hearing will take place within 20 days of your complaint being made.

Complaints of a serious nature will be dealt with as a matter of priority.

If you want to make a complaint about a member of staff, we welcome complaints being discussed with their manager.

We aim to put things right as early as possible. Nevertheless, there may be occasions where we may not be able to reach agreement with you. The Housing Ombudsman Service exists to help in these circumstances. Should you wish, we will help you in referring your case to them.

Where there is little or no evidence to support a complaint, or we feel that it is unreasonable, we may decide not to progress it past stage one. We will only investigate complaints which have been reported within 12 months of the problem occurring.

Where our service did not meet our high standards we will resolve the problem that caused the complaint, apologise and learn from your experience.

What is our aim?

- We want to quickly correct any specific customer concerns.
- We want to make sure that we support customers to take their complaint forward.
- We want to learn from our mistakes and improve what we do in the future.
- We want you to be happy with our response to your complaint.