



Novi Dom Housing Support CIC

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Complaints Policy

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Novi Dom Housing Support CIC

Contents

Contents	2
1. Introduction	3
2. Regulatory Context	5
4. Complaints Process	3
Stage 1 - Informal	3
Stage 2 – Formal Complaint	3
Stage 3 – Escalation.....	4
5. How Novi Dom will handle complaints.....	4
6. Advocacy	5
7. Staff and other stakeholders.....	Error! Bookmark not defined.
8. External Complaints Procedure for Tenants	Error! Bookmark not defined.
9. Monitoring, compliance and reporting.....	5
Appendix I: Complaint Raising Form	6



Novi Dom Housing Support CIC

1. Introduction

- 1.1 At Novi Dom we are committed to high standards of customer service. However, there may be occasions when we do not meet those high standards which we set for ourselves. We welcome feedback and we also take any form of complaint seriously. We will try wherever possible to resolve a complaint to the tenant's satisfaction.
- 1.2 This policy explains how tenants can make a complaint if they are not satisfied with our services.

2. Complaints Process

Stage 1 - Informal

- 2.1 We encourage residents to discuss their complaint with the person involved, or with a member of our staff if preferred. They may prefer to do so with the help of a friend. Novi Dom recommends that the complainant should say briefly and calmly what their complaint is, and how they would like things to change so they don't have a cause to complain about it again.
- 2.2 Where Novi Dom receives negative feedback, a member of the team will contact the complainant within 3 working days of their complaint being raised and will work to agree a suitable resolution in a mutually agreeable timeframe. The response is much quicker than a formal complaint as we will not normally carry out an investigation or send formal letters, but will look to get the problem resolved as quickly as possible.

Stage 2 – Formal Complaint

- 2.3 If the complainant is not satisfied with the response at the First Stage, they may put their complaint in writing to the Supported Housing Manager, Malene Jensen:
 - by post to: Novi Dom Housing Support CIC, 72-74 Chiswick High Road, W41SY
 - or by email: malene@novidomsupport.com
 - by phone on 0800 112 0800; Novi Dom will record the complaint in writing
- 2.4 We ask that the complainant specifies what went wrong and any relevant names and dates. They should ask if they need help with this.



Novi Dom Housing Support CIC

- 2.5 They should also outline how they have tried to resolve the problem so far, and outline how best Novi Dom should resolve the situation.
- 2.6 Once Novi Dom has received a written complaint, they will inform the complainant, within three working days, who the case manager will be, and when they can expect to receive a full written response. This will usually be within 7 working days, with the following exceptions:
 - If longer is required where there is good reason, we will contact the resident to agree a new timescale.
 - If a complaint is received where actions are required by a third party e.g. any servicing of grounds or common parts for example, we aim to fully resolve the complaint within 30 working days.

Stage 3 – Escalation

If the complainant is still not satisfied with how their complaint has been dealt with, they can write to the property ombudsman (within 12 months of receiving the outcome of their complaint of Stage 2) you can log your complaint with the property ombudsman as follows [Make a Complaint - The Property Ombudsman](#)

3. How Novi Dom will handle complaints

Acknowledge the complaint Whether you think the complaint is justified or not, the consumer will always consider that it is. Acknowledge the complaint and explain what you will do next and by when. NEVER, EVER IGNORE A COMPLAINT. Understand the complaint Consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language. Take the time to make sure you fully understand the issues being raised. If you address all the issues at the outset you are more likely to resolve matters there and then. Be honest Everyone knows that everyone makes mistakes. If you have made a mistake, acknowledge and apologise for the error. Do not attempt to avoid, gloss over or omit issues central to the complaint. Be thorough Spend the time investigating the issues. Complainants will know when you have not investigated their concerns properly – this will cause further dissatisfaction and the dispute to escalate. Be polite and professional Regardless of the complainant's manner always be polite and professional when responding. Never use inappropriate or provocative language, or make personal allegations. Take complaints off-line Consumers may complain via social media platforms. Regularly check your social accounts and always take complaints off-line by acknowledging the contact and then directly contacting the consumer. Don't be afraid of complaints If you want to grow as a business, you need

Novi Dom Housing Support CIC

to know when you get it wrong! Make it easy for consumers to contact you and take active steps to change processes or behaviour where shortcomings are found

4. Advocacy

- 4.1 All residents have a right to have a person advocate a complaint on their behalf and should be aware of this right before they register a complaint. An advocate can be any person that the service user chooses, for example; a friend, family member, social worker or CPN etc.

5. Monitoring, compliance and reporting

6. Regulatory Context

13. In-house Complaints Handling

- 13a Our complaints procedure explains how you can make a complaint in house and to the Ombudsman. This is available from our head office and on our website.
- 13b All complaints, oral and written, are noted in writing.
- 13c We agree to deal with any properly appointed representative of a complainant.
- 13d All written complaints are acknowledged in writing within 3 working days and a proper investigation promptly undertaken. A formal written outcome of your investigation is sent to the complainant within 15 working days of receipt of the original complaint. A senior member of staff or designated complaint handler not directly involved in the transaction will deal with the complaint. In exceptional cases, where the timescale needs to be extended beyond this limit, we will inform the complainant, and they will be kept fully informed and an explanation provided.
- 13e If the complainant remains dissatisfied, the complainant will be told how the complaint can be further pursued in house. This will provide the opportunity for a speedy, separate and detached review of the complaint by staff not directly involved in the transaction. Such a review will be sent to the complainant within 15 working days.
- 13f Following the conclusion of our In-House Review, a written statement, expressing our final viewpoint, and including any offer made, will be sent to the complainant. If

Novi Dom Housing Support CIC

the complainant remains dissatisfied, we will advise them of any further sources of recourse or redress that are available including membership of Ombudsman Schemes, professional bodies, etc, in accordance with the rules and codes of such organisations. Where a complainant can pursue the complaint through TPO, they must be informed that they have 12 months from the date of your final viewpoint to do so. Where such rules or Codes differ from the above, the agent must act to ensure that all such are satisfied.

- 13g we will not imply that payment of any outstanding commission fee or additional costs is a condition of a review by the Ombudsman.

14. Referrals to the Ombudsman

- 14a We will co-operate with any investigations by the Ombudsman being conducted in accordance with the Ombudsman's Terms of Reference.
- 14b we will:
- comply with any award and/or direction which, in accordance with the Ombudsman's Terms of Reference, is made by the Ombudsman against you and accepted by the complainant and which is binding upon you under the Terms of Reference; and
- pay the complainant the amount of any such award if accepted by the complainant within the period for payment required by the Ombudsman.

15. Compliance Monitoring

- 15a we will comply with the requirements of any Code compliance monitoring us

Appendix I: Complaint Raising Form

[to be inserted]