

Complaints Policy

Version: 1.6

Created: April 2023

Review: April 2024

Author(s): Head of Customer Service

1. Our policy statement

- 1.1. Sage Homes is committed to providing excellent services to you by being open and honest when things go wrong so that we can learn and continually improve the way we work.
- 1.2. Our approach to handling complaints is simple, timely, and transparent and is in line with the [Housing Ombudsman's Complaint Handling Code](#) so that we keep ourselves accountable for the work that we do. You can contact the [Housing Ombudsman Service](#) at any point throughout our process for advice.
- 1.3. We encourage you to let us know when things go wrong so that we can put them right. We accept complaints in variety of ways including in person, over the telephone, in writing, by email and digitally.
- 1.4. Our trained staff will respond to your feedback in a fair, consistent, and professional manner. All feedback will be dealt with confidentially and your privacy will always be maintained.
- 1.5. We will consider your individual needs and circumstances in finding a solution and keep you informed throughout the process.
- 1.6. We have the best interests of customers and staff at heart. We expect our customers to behave in a reasonable manner whilst we work with you to resolve your complaint. Whilst we understand that service failure can cause frustration, we have a zero-tolerance approach to rude or vexatious communications and may close your complaint, or apply restrictions, in these circumstances.
- 1.7. This policy has been developed in line with any best practice guidance issued by the Housing Ombudsman Service, including any temporary guidance on the management of complaints due to unforeseen events, and the:
 - [Tenant Involvement & Empowerment Standard](#)
 - [Localism Act 2011](#)
 - [Equality Act 2010.](#)

2. The scope of this policy

- 2.1. This policy applies to all properties owned by Sage Housing, and any organisation providing services on behalf of Sage Housing will be expected to follow this policy.
- 2.2. For the purposes of this policy, a complaint is any expression of dissatisfaction, however made, about our standard of service, action or lack of action (by our staff or those acting on our behalf) affecting a customer or group of customers.
- 2.3. We will also accept complaints from a third party, on your behalf. If someone is raising a complaint on your behalf, such as a Member of Parliament (MP) or Councillor, third party agency (such as a social worker, or charity representative), or friend or family member, we will require written consent from you to discuss your case with them.

3. Complaints Stages

- 3.1. When you report a complaint to us, where possible we will aim to resolve the issue immediately or will contact you with a resolution within 48 hours. If this is not possible and/or you remain dissatisfied, a complaint will be raised following the stages below.

- 3.2. At each stage we will consider your individual needs and circumstance, alongside any reasonable adjustments that are required. We will work with you to understand all the issues relating to your complaint, and what outcomes you are seeking to resolve the complaint. We will maintain clear and consistent communication throughout the investigation and will provide you with a response that addresses the issues raised and offers a suitable outcome.
- 3.3. At the end of each stage, we will confirm whether your complaint has been upheld, partially upheld, or not upheld. Definitions of each outcome are:
 - **Upheld:** we agree that you have not received the service we expect, or we have identified failure against our policies and/or procedures
 - **Partially upheld:** we agree with aspects of your complaint and have identified failures against our policies and/or procedures. However, some aspects of your complaint we do not agree with and have not identified any failures
 - **Not upheld:** we do not agree with your complaint and have not identified any failures.

Stage One

- 3.4. We will acknowledge your complaint within five working days of you reporting the issue to us.
- 3.5. Your complaint will be investigated by an independent member of staff from the Complaints Team who will, where necessary, contact you to confirm their understanding of your complaint and the resolution you are seeking.
- 3.6. We will provide you with our Stage One investigation outcome, in the form of a written response, within ten working days of it being acknowledged. If the complaint is complex, or additional areas of investigation are required, we will contact you to confirm our estimated resolution time. This will not exceed a further ten working days without legitimate reason. If we cannot agree on an extended timeframe, you are entitled to escalate your complaint to Stage Two, and/or contact the Housing Ombudsman.
- 3.7. If there are further actions that we need to take as part of the remedy to your complaint, we will inform you of these within our complaint outcome response. The agreed remedies will be monitored to ensure timely completion.
- 3.8. Within our complaint outcome response, we will confirm whether your complaint has been upheld, partially upheld, or not upheld. We will also provide details of options available to you, should you remain dissatisfied with your complaint.

Stage One Escalation

- 3.9. If you are not happy with aspects of the complaint investigation, or the resolution offered, you have the right to request an escalation of your complaint to Stage 2 of our complaints process.
- 3.10. You can request an escalation to Stage Two within 20-working days of the date your stage 1 response was issued. We may use our discretion when requests are received outside of the 20-working day timescale.
- 3.11. When escalating to Stage Two, we will ask you to confirm:
 - Which aspects of your Stage One investigation you remain dissatisfied with
 - Any additional evidence you have to support your request for escalation

- The desired outcome of your complaint.
- 3.12. If you are unable to provide reasons you remain dissatisfied, or your desired outcome is unreasonable or unrealistic, we may refuse to escalate your complaint. You will receive, in writing, an explanation of why your complaint has not been escalated, and what options are available to you, including your right to contact the Housing Ombudsman.

Stage Two

- 3.13. Your request to escalate your complaint to a Stage Two will be acknowledged within five working days.
- 3.14. Your complaint will be investigated by an independent team member who was not involved with the Stage One investigation and response.
- 3.15. We will provide you with our Stage Two investigation outcome, in the form of a written response, within 20 working days of it being acknowledged. If the complaint is complex, or additional areas of investigation are required, we will contact you to confirm our estimated resolution time. In most cases, this will not exceed a further ten working days. If we cannot agree on an extended timeframe, you are entitled to contact the Housing Ombudsman for guidance.
- 3.16. Within our Stage Two complaint outcome response, we will confirm:
- Details of our investigation
 - Confirmation of any further actions that are required, alongside an estimated timeframe for completion
 - Our Stage Two decision (upheld, partially upheld, not upheld)
 - Details of options available to you, should you remain dissatisfied with your complaint. This includes escalation to the Housing Ombudsman.

Housing Ombudsman Service
PO Box 152
Liverpool
L33 7WQ
T: 0300 111 3000
E: info@housingombudsman.org.uk

4. Exclusions

- 4.1. There are some instances where we are not able to consider a complaint. Please note, whilst this list is intended to provide a guide on circumstances where a complaint won't be considered, discretion must be used on a case-by-case basis to ensure fairness and equality. This policy does not apply in the following situations:
- The issue has not previously been reported to us and will therefore be treated as a service request. Examples of service requests include:
 - A repair that hasn't previously been reported
 - A new neighbourly dispute
 - A new instance of antisocial behaviour (ASB).
 - Neighbour disputes – these will be handled in line with our ASB policy, except where you are complaining about the handling of an existing ASB case, or

whether we have followed our ASB policy.

- The issue(s) causing the complaint occurred over six months ago.
 - The complaint has already exhausted the complaints procedure, with no new or further evidence or information to be considered.
 - Requests which are dealt with under specific legislation, which includes (but is not limited to) Subject Access Requests and Data Protection breaches.
 - Where the issue is subject to legal proceedings, either pending, or complete.
 - Objections to decisions which have been made in line with our statutory obligations, legislation, and/or regulation, for example, the right to rent, or succession.
 - Alternative action outside of our complaints process may be more appropriate in some circumstances, including insurance claims such as personal injury or third-party liability.
 - A request is made for an escalation to the second stage of the complaints process, without specific details or reasons as to why you remain dissatisfied with your stage one response.
 - Feedback about our policies and procedures from customers or other parties will be recorded and form part of future reviews.
- 4.2. A detailed explanation will be provided to you setting out the reasons why the matter is not suitable for the complaints process and your right to take that decision to the Ombudsman.

5. Equality and diversity

- 5.1. Sage is committed to make sure all services are accessible to all our residents. Our staff will be trained to communicate appropriately with you, and they have the relevant information and access to translation services to make sure they fully understand you.
- 5.2. This policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other defined within the [Equality Act 2010](#).
- 5.3. On request we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print. Our website also has accessibility tools allowing you to personalise each web page to make it easier to read and to download content as audio files.

6. Delivery of this policy

- 6.1. This policy should be read alongside:
- Remedies Policy
 - Unacceptable Behaviour Policy
 - Antisocial Behaviour Policy.

- 6.2. The effective delivery of this policy including training, guidance and support required by staff for implementation of this policy will be provided by the Customer Service Team.

7. Policy review

- 7.1. We will review this policy annually to make sure it remains relevant and accurate unless:
- Legislation/regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice
 - We identify any problems or failures in this procedure as a result of customer and stakeholder feedback, complaints, or findings from any independent organisations.

Version	Checked by	Amendments	Approved at/by	Date of Approval	Published by	Date of Review
1.6	Head of Customer Service	Strategic review and update to corporate template	Chief Customer Officer	Apr 23	Office Management	Apr 24