



## **HOW TO MAKE A COMPLAINT.**

We at the Almshouse Charity aim to provide the very best housing service to our residents, as do the trusted contractors we work with. More often than not, we get repairs and maintenance and other problems sorted quickly and to your satisfaction.

However, sometimes things don't go as they should and you may have ongoing concerns about a problem that we have not dealt with, or maybe it's something we have done that you are not happy with. The problem may be with regard to a repair, but it could be you have a complaint about anti-social behaviour, security or a health and safety issue.

A **complaint** is defined as: "an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the Charity, its trustees, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

In dealing with complaints the Charity will ensure that:

- (a) individuals who raise a complaint are listened to and treated with courtesy and empathy;
- (b) residents will never be disadvantaged as a result of raising a complaint;
- (c) complaints will be investigated promptly, thoroughly, honestly, and openly; and
- (d) in dealing with complaints the Charity will comply with confidentiality and data protection policies.

### **STAGE 1**

If you are not satisfied with our response to your concern, and you wish to make a complaint you should contact the Clerk, setting out in writing what your complaint is. You may contact the Clerk by:

email at [admin@wcac.org.uk](mailto:admin@wcac.org.uk)

or by letter to The Clerk, WCAC, Monoux Hall, Church End, London, E17 9RL

If your complaint is in respect of the Clerk, you should instead contact the Chair of Trustees as in Stage 2 below.

The Clerk will confirm that we are aware of your complaint and will respond in writing within 5 working days. The Clerk may ask for more information, and will set out the next steps along with the anticipated timescale for dealing with the complaint.

In most cases the charity will aim to provide you with a full response within 10 days. If we are unable to do so we will set out an alternative timeframe, usually no more than a further 10 working days, if this is the case, we will also provide you with the details of the Housing Ombudsman Service.

## **STAGE 2**

If you are not satisfied with the Charity's response to your complaint, you may appeal to the Chair of Trustees. You should do so in writing within 5 working days. The Chair of Trustees will arrange a meeting with you to be held within 10 working days of the appeal being submitted. The Chair of Trustees will be assisted by two trustees at the meeting.

Contact the Chair of Trustees by email at [admin@wcac.org.uk](mailto:admin@wcac.org.uk)

Or write to The Chair of Trustees, WCAC, Monoux Hall, Church End, London, E17 9RL

The Chair of Trustees will arrange a meeting with you to be held within 10 working days of the appeal being submitted. The Chair of Trustees will be assisted by two trustees at the meeting.

The Chair of Trustees will write to you within 20 working days to confirm the outcome of the appeal.

The Chair will set out the decision on the complaint, the reasons for the decision, the details of how the Charity will put things right, including any action to be taken. The Chair will also provide the details of the Housing Ombudsman Service in case you are not satisfied with the response to the appeal.

Should you consider the matter has still not been resolved to your satisfaction the Charity is a member of the Housing Ombudsman Scheme, and you have the right to make your complaint to the Housing Ombudsman Service to investigate.

### **Housing Ombudsman Service**

The contact details for the Housing Ombudsman Service are:

Telephone: 0300 111 3000  
Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)  
Website: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

Address: Housing Ombudsman Service,  
PO Box 152, Liverpool, L33 7WQ.

*If you would like to see the full version of this policy, please contact a member of staff.*

