

Policy Name:	Version:	2.0
Complaints and Compliments Policy	Date approved by Board:	Nov-2018
	Date of next review:	Nov-2020

1. Policy Statement

- 1.1 Fairplace Homes Ltd aims to provide a high-quality, responsive, user-led service. In order to ensure we do so we need to take account of the views and wishes of those we are here to help. We welcome every opportunity to monitor and improve our service and, having a “complaints and compliments” policy and a clear procedure for resolving complaints is one way of doing this.

2 Complementing our service

- 2.1 Compliments are valuable, welcome and important and when they are received, either verbally or in writing, they will be recorded. Compliments enable Fairplace Homes to:
- Understand that our service is being provided to the satisfaction of our purchasers, sub-contractors and customers;
 - Provide positive feedback to our staff
 - Influence our organisational and service development
 - Inform our quality assurance programme.

3 Complaining about our service

- 3.1 Fairplace Homes recognises that, despite our best efforts, there will be times when we may receive complaints about our service or staff. In order to learn from such mistakes, we actively encourage people to comment and/or complain. Such comments or complaints will always be taken seriously, and are recorded and responded to as set out in the procedure which accompanies this policy.

4. Our Customer Promise

- 4.1 Once we have the full details of your complaint, our promise is that we will normally take no more than 24 hours to acknowledge receipt of your complaint and a further 10 days to respond fully to your issue. There may be occasions e.g. when a more detailed investigation is necessary, or when we require additional information from you to complete our assessment of the situation. When that is the case we will allow 10 days for your response.
- 4.2 A senior manager will take overall ownership of any complaint and look to provide all complaints with timely resolutions. At every key step in our complaints process we will give you the opportunity to let us know whether or not you are satisfied with our response.

5. Review

- 5.1 This policy will be reviewed every two years or earlier for operational, legal or regulatory reasons.

Complaints Procedure

Stage 1

- a) A Fairplace's Manager will take details of the complaint, either by telephone, online or written correspondence and issue complainant with a unique 12 digit reference number
- b) Acknowledgement of complaint within 24 hours
- c) The Manager will send full detailed response to complainant within 5-10 working days
- d) 10 days allowed for complainant to respond if satisfied with the resolution offered.

Stage 2

- a) If unsatisfied the complainant will be directed to a senior manager.
- b) The senior manager will review the case and send complainant further detailed response within 10 days.
- c) If satisfied, close complaint. If unsatisfied complainant must respond within 10 days
- d) The senior manager will escalate the complaint to Managing Director.

Stage 3

- a) Managing Director will review complaint along with the resolution offered and provide a full response to complainant within 10 days.
- b) If satisfied, complaint should be closed.
- c) If unsatisfied complainant may escalate complaint to Local Authority, office of fair trading, ombudsman