

## Complaints procedure

At Capture Housing we are willing to accept that things can go wrong, and we are happy to say sorry.

We are always looking for ways to improve our services and increase customer satisfaction. We do that by listening to our customers and learning from the feedback we receive.

Problems can often be resolved on the spot and therefore we do ask that you give us the opportunity to resolve any issue first informally.

Whether you are complaining, complimenting us or giving us suggestions, we will always be pleased to hear from you and usually, the best person to talk to will be the member of the team you have been dealing with, as they will be in the best position to help you quickly.

We welcome all feedback and complaints, from anyone who receives a service from Capture and is affected by a decision or action taken by us including:

- tenants, leaseholders, owner occupiers, or other home-owners
- former tenants of our homes
- applicants for housing
- neighbours of Capture's properties
- contractors, consultants and suppliers
- applicants for employment
- other stakeholders

To ensure that complaints are dealt with in a consistent and effective manner we expect our Managing Agent and all our contractors to comply with our complaints policy.

If a complaint is being made on the complainant's behalf by an advocate e.g. a family member or a friend, written permission is required from the complainant to allow us to communicate with the advocate directly.

We also welcome feedback and complaints from anyone who represents our customers e.g. community legal service, CAB, MPs or Councillors provided permission has been given when appropriate. It must be noted that when a MP or Councillor approaches us as a representative of our customer this will be separate to their role as a designated person.

The aim of this policy is to ensure that customers wishing to feedback to us or make a formal complaint about a service they have received are able to do so easily, and that their issues or formal complaints are dealt with quickly and fairly in line with our published service standards.



## Formal Complaints

We define a formal complaint as:

*'a dissatisfaction about the actions, decisions or failure of our services after Capture has had the opportunity to put things right.'*

### **What is not considered a complaint:**

- Where Capture has not had the opportunity to put the problem right
- An initial request for information or an explanation of a decision made
- Initial requests for a service e.g. a repair, notification of a neighbour dispute;
- Disputes regarding service charge calculations will be dealt with outside the complaints policy; unless reference is made to how we have previously dealt with the matter;
- Anonymous letters, although these may be investigated if they are a cause for concern;
- Disputes between neighbours are usually dealt with separately through our Anti-Social Behaviour Policies, unless the complaint relates to how we have dealt with the matter;
- A complaint about a service where we have no responsibility
- A claim for damages that should be handled as an insurance claim.
- Where we have no contractual/legal relationship
- Complaints about legally determined policy
- Where the dissatisfaction relates to a previous issue which has already been reviewed via our complaints process and a conclusion reached either via an internal or external process.

Capture welcomes feedback from customers and members of the public, as it is an opportunity to improve our service. But this policy does not apply to complaints that are already being dealt with through other channels or in the following circumstances:

- Where an appeal body or tribunal has been set up to deal with the issue;
- Matters which are subject to civil or criminal court proceedings unless there is good reason to do so;
- Complaints that have already been before a court or tribunal;
- Matters more appropriate to the Whistle Blowing procedure;
- A claim for damages that should be handled as an insurance claim;
- Challenges of contractual or legal issues that would be heard elsewhere,

We will not normally investigate complaints that relate to matters that occurred over 6 months ago.

## **POLICY STATEMENT**

### **Formal Complaints Process**

The formal complaints process has three steps:

#### **Step 1 Formal Complaint**

Firstly, raise this with our in-house Customer Care Department. They are best placed to address your concerns. You can address your complaint to [customercare@capturehousing.com](mailto:customercare@capturehousing.com) .

A member of the Customer Care Department will be sure to acknowledge your complaint within three working days of receipt.

Once your complaint is acknowledged, we will do our best to fully investigate the complaint which may require obtaining further information from you and we will aim to respond fully within a further 15 working days.

(Our office hours 9am to 5.00pm Monday to Friday)

#### **Step 2 Formal Complaint**

We hope your complaint can be addressed by our Customer Care Team. However, should you remain unhappy with the response provided in Step 1, the matter will be escalated to a member of the Senior Leadership Team. We shall ask you for the reason for the review request and your desired outcome.

The appropriate person appointed will acknowledge all complaint escalations within three working days of receipt and aim to respond fully within a further 15 working days.

#### **Final Response**

In the unlikely event that the Senior Leadership Team are unable to resolve your complaint it will then be allocated to the appropriate company Director.

They will then acknowledge the escalation within three working days of receipt and aim to respond fully within a further 10 working days. We shall close a complaint if no response is received from the complainant 10 working days after the final response letter has been sent.

We will;

- involve an independent mediator if appropriate
- use lessons learned from our complaints to improve our service

## **VEXATIOUS COMPLAINTS**

It is recognised that complainants become frustrated and aggrieved. However, there are a small minority of complainants that become vexatious. The term vexatious for this purpose is not a legal definition but is viewed as behaviour that causes annoyance, harassment or intentional annoyance. If a complainant is found to be vexatious, we will take appropriate action in line with our approach to tenancy management.

## **WHAT IF YOU REMAIN UNHAPPY WITH OUR RESPONSE?**

If you're unhappy with Capture's final response, you may make use of the resolution service offered by the Consumer Code or your home warranty provider for an independent review.