

## Red Devon Housing Ltd Housing Complaints Procedure A Guide for Tenants

The social housing functions undertaken Red Devon Housing Ltd are regulated by the Regulator of Social Housing and fall within the jurisdiction of the Housing Ombudsman for complaint handling compliance.

We are committed to delivering excellent housing services. Whilst we always strive to meet your needs, on occasions we recognise that our services may fall short of your expectations.

In such circumstances we would always encourage you to contact us at the earliest opportunity as we may be able to simply resolve or put the issue right for you.

You can contact a manager or other staff member by calling the company phone number: (01626 863192). Alternatively, you can contact us by email ([reddevonhousing2@gmail.com](mailto:reddevonhousing2@gmail.com)), by post:

Red Devon Housing Ltd  
Brook House  
Church Street  
Dawlish  
EX7 9AX

Or you may wish to visit in person by coming to the office at Brook House.

If, however, you do feel that a complaint is appropriate, our Complaints Policy sets out how we will deal with complaints relating to our services. By this we mean those services delivered to our tenants at both Brook House and Overbrook. A copy of our Complaints Policy can be found in our latest Welcome/Information Packs or on our website at:

<https://www.reddevonhousing.co.uk/> . You can also request a copy of the policy by contacting the office at Brook House.

Our investigations will:

- deal with complaints on their merits, act independently, and have an open approach
- give you a fair chance to set out your position
- take measures to address any actual or perceived conflict of interest
- consider all relevant information and evidence carefully

- accept complaints received from, and liaise with, third parties acting on your behalf, subject to relevant permission to discuss personal information, in line with GDPR regulations.

Our decision making will be:

- within stipulated timescales
- acknowledge when things have gone wrong, the reasons for this, and what will be done to put things right
- effectively communicated
- proportionate - if a complainant makes unreasonable demands, which are outside the boundaries of our service delivery this will be communicated to the complainant as early as possible
- offer appropriate remedy / redress, where service failure is identified.

### **Putting things right**

We encourage complaints and are committed to using them as a learning experience and, where appropriate, we will offer remedies to put things right.

This can be done in a variety of ways including re-attending a repair job, reviewing a decision, offering an apology or explanation, and / or arriving at a solution which may prevent issues reoccurring.

We will also make amendments to policies, procedures, or to the way a service is provided, if it is found these are leading to dissatisfaction with the service.

### **Who can complain?**

Any tenant who feels that they have had a poor service from us or from someone providing the service for us can make a complaint.

We understand that you may be unable or reluctant to make a complaint yourself. Therefore, we can take complaints from a friend, relative, or an advocate, on your behalf. If you ask someone to make a complaint on your behalf, we will ask you to give formal consent for them to discuss your personal information or send any documents containing personal information to you directly, for you to share with your advocate, should you wish to. You can also have someone attend any appointments with you or on your behalf.

If you are not a tenant of Red Devon Housing Ltd you cannot use the housing complaints procedure to complain about someone who is a tenant of ours. However, we will still assist you with attempting to resolve your dissatisfaction.

## **Making a complaint**

You can make a complaint through:

email: [reddevonhousing2@gmail.com](mailto:reddevonhousing2@gmail.com)

telephone: 01626 863192

in person to a member of staff or committee member, by post or by visiting our office at Brook House.

If you do feel that it is necessary to make a complaint about any of our services, it is helpful if you can explain what you are concerned about and how you would like it resolved as this may mean we can rectify the issue for you in a much quicker timescale and to your satisfaction.

We may be able to offer you support and assistance to make a complaint, if you are finding it difficult to do this independently. If you require help in preparing your complaint, please contact us on 01626 863192 or speak to one of our Tenancy Support Officers.

Complaints managed by the Housing Ombudsman will be investigated in 2 stages, as set out within the Housing Ombudsman Service's Housing Complaints Code.

website: [Housing Ombudsman Service's Housing Complaints Code \(external link\)](#)

**Stage 1: Formal response from a manager in the relevant service area**

The complainant submits the complaint which will be acknowledged in writing within 5 days of receipt and then investigated by the appropriate manager.

**Timescale:**

The complaint will be acknowledged within 5 working days.

The complainant will normally receive a written response to their complaint within 10 working days from the date the complaint is acknowledged. The response will confirm the outcome of the investigation and what action, if any, will be taken.

If the complainant remains dissatisfied with the stage 1 response, they can request that the complaint is escalated to stage 2. The request could contain new or additional information that is relevant to their continued dissatisfaction, but you do not need to tell us why you remain dissatisfied, but this can be beneficial if you are able to do so.

**Stage 2: Review and response from a different Complaint Handler**

The complainant can request their complaint to be reviewed by a committee member or the Member Responsible for Complaints (MRC).

Timescale:

The escalation will be acknowledged in writing within 5 working days of receipt and then investigated by the relevant Complaint Handler.

A full review of the case will be undertaken, and a written response will normally be provided within 20 working days from the first working day from the acknowledgement of the complaint.

Stage two of the complaints process concludes our complaints process and once complete will exhaust our internal process.

If a complainant remains dissatisfied with the findings at stage 2, they can refer the matter to the Housing Ombudsman for independent review.

In exceptional circumstances and depending on the complexity of the complaint, we may need longer to investigate and fully respond to your dissatisfaction. If we require an extension, we will notify you as early as possible, explain the reasons why, and advise you when you can expect to receive a response.

### **Housing Ombudsman**

Our tenants can contact the Housing Ombudsman for support and advice regarding our landlord functions or existing complaints at any stage of the process, including prior to submitting a complaint. However, the Housing Ombudsman will normally only commence formal investigation into a complaint once you have exhausted our complaints process.

Once a complaint is received by the Housing Ombudsman a decision will be made on whether to investigate the complaint and if the complaint falls within their jurisdiction.

Should the Housing Ombudsman decide to undertake an investigation into a complaint, they will liaise with us to request any information they require to support their investigations. This will typically include copies of any relevant documents, policies and information that were relevant during the decision making at each stage of the complaints process.

Once the Housing Ombudsman has completed their investigation, they will communicate their decision to both the complainant and to Red Devon Housing Ltd in order that any recommendations can be actioned or implemented, where necessary.

The Housing Ombudsman Service contact details are:

telephone: 0300 111 3000

fax: 0207 831 1942

email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

post:

Housing Ombudsman Service  
PO Box 1484  
Unit D  
Preston  
PR2 0ET

You can find out more information about the Housing Ombudsman on its website:

website: <https://www.housing-ombudsman.org.uk/>

### **Housing Ombudsman complaint handling code: Self-assessment**

The Housing Ombudsman has a complaint handling code, which is periodically reviewed, which sets out their expectations of how member landlords should manage complaints received, that fall within their jurisdiction.

All areas of the Code are mandatory; where a landlord is unable to comply with an element of the Code, they will have to explain the reason why they are unable to comply and what action they are taking to work towards compliance.

Compliance with the code is a statutory obligation, which means all social housing landlords have to comply with the code, by law.

To demonstrate compliance with the code, the Housing Ombudsman requires all member landlords to complete and publish an annual self-assessment against the code, along with an annual complaints performance report, both of which should be shared with Managers, Committee Members, and our tenants.

Our latest self-assessment against the Complaint Handling Code and our latest Annual Housing Complaints Performance and Service Improvement Report can be found in the Complaints section of our website.