

## Complaints Procedure Soha Housing

### Policy Linkage

This procedure should be read in conjunction with the Complaints Policy SP07.

### 1. Introduction

- 1.1. Soha Housing actively welcomes complaints from our customers. Complaints enable us to identify areas of weakness and learn from them in order to continually improve our services for our customers.
- 1.2. Soha aims to have highly satisfied customers therefore we need to recognise when we do make mistakes, rectify these mistakes and make appropriate changes to our service to prevent the same mistakes from being made in the future.
- 1.3. Definition of a complaint  
An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

### 2. Policy Statement (See SP07 for full policy)

Soha has a positive and pro-active approach to complaints. We view complaints as valuable feedback and a means of identifying areas for service improvements.

Soha has a Complaints procedure which sets out how we will go about investigating, resolving and learning from all complaints.

All complaints, from customers and stakeholders, will be considered in a fair and impartial manner. Staff will be approachable and helpful at all stages of the Complaints Procedure.

Where appropriate, Soha will work with other organisations to resolve a complaint in a customer-focused way.

If a customer is not satisfied with the investigation or outcome of their complaint, he/she has a right ultimately to complain to the Independent Housing Ombudsman.

This fact will be included in publicity about the complaints procedure. Stakeholders do not have access to the Housing Ombudsman service.

### 3. Formal Complaints Procedure

3.1. Ways to register a complaint:

- In writing  
[Soha Housing Ltd](#)  
[Royal Scot House](#)  
[99 Station Road](#)  
[Didcot](#)  
[Oxon](#)  
[OX11 7NN](#)
- By email  
[complaints@soha.co.uk](mailto:complaints@soha.co.uk)

- Via Soha's website  
[www.soha.co.uk](http://www.soha.co.uk)
- By telephone  
Call 01235 515900
- In person  
By visiting Soha's office  
When a member of Soha's staff visits you

### 3.2. Complaints Leaflet

Soha has a complaints leaflet which summarises our complaints procedure and tells you what to expect from us in dealing with your complaint. You can request a complaints leaflet from any member of staff at Soha Housing. We will send you a complaints form in the post if requested. The complaints form is on Soha's website at [www.soha.co.uk](http://www.soha.co.uk). If you would like help in completing the form any member of Soha staff will be happy to help you do this. Also if you would like the complaints form on tape or translated in another language please contact us.

#### **How to improve Our Services.pdf**

The Complaints leaflet does have a confidential section which asks for information about age, gender, religion, ethnicity, disability and sexual orientation. We ask these questions to ensure that we are applying our complaints policy consistently and fairly and are not discriminating against any individuals. However, it is not compulsory that you complete this section of the form if you do not wish to do so.

### 3.3. How your complaint will be dealt with

Soha's complaints procedure consists of the following stages:

#### **Stage 1**

Your complaint will be acknowledged in writing within **3 working days** of receipt by Soha Housing's Complaints Coordinator (This position is held by the PA to the Chief Executive).

The acknowledgment letter will give you the name and position of the member of Soha's Senior Management Team who will be responding to your complaint.

Within **10 working days** you will receive a **formal written response** from the Senior Manager investigating your complaint, unless further investigation is required, we will then inform you of the new date.

If you are not happy with the response you receive from the Senior Manger you can progress to the next stage. If you wish to progress to the next stage you must notify the Complaints Coordinator within **3 months** of the date of our formal response to you.

#### **Stage 2**

If you are not satisfied, you can request that your complaint be progressed to Stage 2 of our procedure. Within **3 working days** of receiving your request to progress, the Complaints Coordinator will acknowledge your request in writing.

This will involve a panel of three Board members (one of which is a tenant Board member) and they will listen to both sides of the complaint. You may be invited to speak directly to the members. Because it may take a while for the Board members to meet, Soha will consider Stage 2 within **15 working days** and tell you of their decision within a further **5 working days**.

### 3.4. The Independent Housing Ombudsman (IHO)

Soha is a member of this scheme. If you are dissatisfied with the outcome of your complaint after a response has been given by Soha's Board at Stage 2 of the procedure you can ask the IHO investigate your complaint.

The IHO will only consider complaints once your complaint has been investigated at all stages of Soha's complaints procedure and within 12 months of your complaint being made.

Contact details for the IHO are:

**Address:**

[Housing Ombudsman Service](#)  
81 Aldwych  
London  
WC2B 4HN

**Telephone:**

[020 7421 3800](tel:02074213800)

**Fax:**

[020 7831 1942](tel:02078311942)

**Email:**

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

**Website:**

<http://www.ihos.org.uk/>