

Comments, Compliments, and Complaints Policy and Procedure:
Let us know how we're doing.

Racing Homes makes every effort to provide a high standard of service and to treat all users equally and fairly. We continuously try to improve our services and we value any feedback that will help us to do this. Racing Homes will review all comments, feedback and complaints, and our feedback procedures on a regular basis. This helps us to develop the services that work best for you, so please let us know what you think. We report on user feedback in the charity's annual report.

Comments and Compliments:

If you are happy with the service or have any comments, we would love to hear from you. There are a couple of ways you can do this: either speak to a member of staff directly, email or write to us.

Complaints:

We also want to know if there is any part of our service that you are unhappy with. We take all feedback seriously and will act when appropriate to do so. All complaints will be dealt with in a timely and professional manner, and we will also seek feedback once the complaint is closed about how we handled your complaint and your experience of our complaint process.

Please note that the charity may publish the replies given to any queries raised but will respect the confidentiality of the individuals concerned.

How to make a complaint:

You can raise a complaint with us in person, by email, letter, or telephone. You can use the complaint/ compliment/feedback form which you can also download from our website.

The first thing to do if you are unhappy about any aspect of our services, is to bring this to the attention of one of the Racing Homes team who will try to resolve your concerns immediately.

When to make a complaint:

If our service provided to you is poor or left you dissatisfied you can make a complaint.

A complaint is defined as:

“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.

Residents may have a service request or wish to chase or let us know about a service request that has not gone well. Service requests will not be treated as a complaint unless you tell us this is how you wish your contact to be treated.

Chasers on a service request, such as a missed appointment, will often be resolved 'there and then' and an apology and provision of another appointment given. However, if further enquiries are needed to resolve the matter, or if the resident requests it, the issue will be logged as a complaint.

If something does go wrong, please make your complaint as quickly as possible. We will be unable to deal with complaints about something that happened more than six months ago.

What you can do to help us deal effectively and quickly with your complaint:

Contact us as soon as possible giving clear details so we can endeavour to resolve the issue by completing our Comments, Compliments and Complaints form. Specify clearly what aspect of the Charity's service you wish to make the complaint about.

Including the following details will help us to investigate your complaint effectively and quickly:

- The specific area, service, or issue to which the complaint applies.
- Your name and contact details: this is essential as we will not investigate anonymous complaints.
- Outline the nature of your complaint as precisely as possible, this will help us to investigate further and hopefully resolve the issue. Please include details such as the place and time the incident occurred.
- Please let us know if you have already reported the complaint, and if any action was taken previously.
- What action or outcome you would like us to take.

Please note that we always endeavour to treat the charity's users with respect, and we expect the same standards of behaviour from our residents and service users.

What we promise to do to help resolve your complaint:

Your complaint will be dealt with in a professional and confidential manner and assigned quickly to the most appropriate person. They will investigate the matter fully and communicate regularly with you until the issue has been resolved.

How and when we will respond:

When a complaint is made, we will acknowledge and log it to **stage one** of our complaint process **within five days of receipt**.

Within the complaint acknowledgement, we will set out our understanding of the complaint and the outcomes being sought. If any aspect of the complaint is unclear, we will ask the complainant for clarification.

We will endeavour to resolve the complaint at the earliest opportunity. However, the complaint will be responded to within **10 working days** of being logged. If we are unable to do this, we will provide an explanation with a clear timeframe of when a response can be expected, up to a further 10 days, we will not do this without a good reason.

If an extension beyond 20 working days is required to enable us to respond to the complaint fully, this will be agreed with you.

If all or part of the complaint is not resolved to the resident's satisfaction at stage one it will be progressed to **stage two** of our procedure unless an exclusion ground now applies.

Only complaints that have completed stage one and at the request of the resident will be escalated to stage two. The person considering the complaint at stage two, will not be the same person that considered the complaint at stage one.

We will respond to the stage two complaint **within 20 working days** of the complaint being escalated. If we are unable to do this, we will provide an explanation with a clear timeframe of when a response can be expected, up to a further 10 days; we will not do this without a good reason.

If an extension beyond 20 working days is required to enable us to respond to the complaint fully, this will be agreed by both parties.

Who you can contact if you remain dissatisfied:

Whilst we hope we have resolved your complaint and would always ask you tell us if you are still unhappy with our response you can contact the **Housing Ombudsman Service at any time during the complaint process** at:

PO Box 152, Liverpool L33 7WQ

Email: info@housing-ombudsman.org.uk. 0300 111 3000 or complete their online form.

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

You can get leaflets about the Housing Ombudsman direct from the Ombudsman Service or from our office.

You can also ask your local MP or a Councillor to assist you.

Our Exclusion grounds are:

We will not deal with complaints under the following circumstances:

- If the complaint has previously been responded to and closed
- Matters that are not in our jurisdiction to change or influence
- Something that happened more than 6 months ago
- Matters which are subject to legal proceedings, insurance or personal injury
- Matters which have been already considered under a separate appeal process or formal complaint
- We reserve the right to conclude if a complaint is vexatious, threatening or prejudicial and not suitable to continue through the complaints process.

If we do not accept a complaint, we will write to the resident and let them know why.

Compensation

In considering a complaint and/or service failure we may consider compensation or method of service recovery. In awarding compensation, we will consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.

We do not pay compensation following damage to your home or its contents after, for example, a water leak, unless it is clear we have been negligent in repairing the property. We strongly advise you to make sure that you are adequately insured for these circumstances.

What we do with complaints

We monitor complaints to make sure that we respond within the time limits we set ourselves. We also issue a survey to every complainant after their complaint has been resolved and review the feedback we receive. We review the progress of all complaints regularly and identify any areas for improvement.

Racing Welfare Contact details:

E-mail: homes@racingwelfare.co.uk

Website: www.racingwelfare.co.uk/racing-homes/

Telephone: 01638560763 (option 2)

Racing Welfare is committed to providing high quality care and services to meet your needs wherever possible. We value your feedback – including complaints.

Please let us know what we do well and where you feel we can improve our services.

Please indicate your response below:

This is a:	Compliment		Complaint		Feedback	
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1. Personal Details	
First Name:	
Last Name:	
Postal Address:	
Telephone Number:	
Mobile Number:	
Email Address:	

2. Please provide details of the department and/or service your feedback concerns	
Name of the department/service:	
Location of the department/service:	
Contact person's name and position in the department/service:	

3. Please provide details of your main concerns, including what events led to making the complaint, compliment or feedback, approximate dates and who was involved

4. What action have you already taken in relation to this feedback?

5. What outcomes would you like as a result of providing your feedback?

Racing Homes is committed to protecting your privacy. We collect and handle personal information that you provide on this feedback form for the purpose of investigating and responding.

Racing Homes will only use your information in accordance with our privacy policy. If you choose to remain anonymous, please be aware that Racing Homes may be unable to investigate your complaint further.

By signing this Comments, Compliments and Complaints form, I declare that all information provided is true and correct.

Signature: _____

Date:

Print Name: _____