

Complaints Policy

Policy statement

We aim to always provide a high standard of service to everyone and we care about getting it right.

A complaint is a report of dissatisfaction with a service provided by, or on behalf the Anchor Hanover Group. The Anchor Hanover is committed to ensuring views about our services are valued. Complaints, compliments and suggestions give us the opportunity to continually improve our service. We foster a culture which welcomes customer feedback and listening and responding effectively to our customers is very important to us.

We aim to welcome, understand and resolve individual complaints in a timely manner; applying an approach that allows for monitoring. We will share collective lessons for the improvement of our service provision across Anchor Hanover, developing best practices for staff to learn from.

We welcome complaints from anyone, or the representative of anyone who is affected by the services provided by Anchor Hanover. This includes but is not limited to:

- Residents
- family members
- friends or advocates of residents
- neighbours
- service providers or professionals

When complaints are received we will resolve the complaint in a prompt and efficient manner. The process for handling complaints is described in the Complaints Procedures.

We can engage with a third party pursuing a complaint on the complainant's behalf as long as we have evidence that this person has their approval to act on their behalf and has their specific approval to have information provided to them by us.

Mediation

We will explore the use of mediation by an external organisation where it is appropriate.

Compensation

We may consider an offer of compensation or good will when we have, through our own actions or inactions, failed to deliver services of an acceptable standard.

Escalation

There may be circumstances where in the interest of the organisation it is necessary to escalate a complaint to the final stage of the internal process. Circumstances include, but are not limited to a:

- Risk of serious financial consequences
- Reputational risk
- Possibility of legal action being taken against Anchor Hanover
- Complaint from an external stakeholder
- Potential breach of legislation e.g. Hate crime, GDPR

A customer may take their complaint directly to the Housing Ombudsman after completing the internal process. They must wait 8 weeks to do so, unless they choose to refer their complaint to the Anchor Hanover Customer complaints panel, a Member of Parliament or their elected Local Councillor.

In the case of complaints relating to care, a customer may refer a complaint to The Local Government and Social Care Ombudsman who provides a free, independent service. This can be done directly, or if they are not satisfied with the outcome of the internal process. However, the Ombudsman will require an internal process to be completed before they become involved.

Our care services are registered with the Care Quality Commission (CQC) and although the CQC are unable to investigate individual complaints they are however, happy to receive information regarding our services. Contact details are provided below:

Housing Ombudsman Service
PO Box 152
Liverpool
L33 7WQ
Tel: 0300 111 3000
E-mail: info@housing-ombudsman.org.uk

The Local Government and Social Care Ombudsman
PO Box 4771
Coventry
CV4 0EH
Tel: 0300 061 0614
www.lgo.org.uk

Care Quality Commission Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 0300 616161
www.cqc.org.uk

Scope of the document

The policy applies to Anchor Hanover Housing operations, care services and all Anchor Hanover functions.

Roles and responsibilities

The Customer Relations Manager and Service Development Manager – Service Excellence are accountable for the overall policy, and are responsible for its implementation and for ensuring compliance.

Equality and diversity

We are committed to respecting diversity in all aspects of our work and meeting our obligations under the Equality Act. In line with this, we welcome feedback on any aspect of this policy where there is a question over its adherence to the above legislation.

Data Protection

We are committed to applying this policy in line with the General Data Protection Regulations as set out in our Data Protection Policy.

Recording and monitoring

Complaints and their resolution are recorded in KPI reports.

Commitment and review

The Group Board looks to the support and professionalism of staff at all levels in making this policy truly effective. This policy statement, along with other related supporting policies and procedures in use, will be regularly reviewed and revised as and when necessary.

Approved by Anchor Hanover Shadow Board on 11 September 2018.

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