

COMPLAINTS POLICY

1. Introduction

The Community Led Housing London hub (CLH London) is hosted by CDS Co-operatives and grant-funded by the Mayor of London.

We endeavour to provide a fair and high-quality service. However, we recognise that sometimes we may get things wrong. We try to make it as simple as possible for CLH groups and others to let us know if they are unhappy with any aspect of our work and aim to respond quickly, openly, and effectively.

2. The aims of this policy

This policy aims to ensure that:

- it is easy for CLH groups and others to raise a complaint if they are unhappy with our services
- complaints are dealt with promptly and efficiently, listened to and treated fairly
- complaints are responded to within a reasonable timeframe and in accordance with this policy
- complaints are recorded and monitored for the purpose of improving our services.

3. Who can complain?

Anyone who receives or requests a service from CLH London can and should use this policy.

4. What is a complaint?

Our definition of a complaint is any expression of dissatisfaction with a policy, procedure or performance of a service. This may include:

- dissatisfaction with our policy or practice
- dissatisfaction with the way a decision was made or with how it was implemented
- complaints about staff behaviour, performance or attitude
- complaints about associate advisers or other representatives appointed by us
- complaints about our administrative process, including delays in responding to your queries
- failure to provide a service that we claim to offer.

We are always keen to hear if you are unhappy for any reason.

What is not covered by this policy?

We will not address the following under this complaints policy:

- issues the complainant knew about over three months before alerting us or complaining
- issues that we have already responded to as a complaint and where no request for escalation is made within one calendar month of response or where the complaints process has been exhausted
- matters that have already been responded to as a complaint by us, the GLA, or MHCLG.
- complaints relating to Government policy or which are otherwise outside our control.

5. Making a complaint

You can make an initial complaint in a variety of ways, including on the telephone, in person, by email, or in writing. Formal complaints, however, must be made in writing (see table below).

6. Receiving a complaint

We want to know if CLH groups and others are unhappy, and we positively encourage our team to hear and capture all complaints. We will actively log any expression of dissatisfaction as a complaint and respond to it in a timely way.

We treat all complaints fairly and consistently, with the aim of resolving them promptly at the first point of contact and within two working days. Where it is not possible to achieve this aim for any reason, we will then treat the complaint as a formal complaint.

	Next steps/task	Target time for response	Lead officer
Quick fix	An initial complaint that can be quickly resolved, with the response provided using any method of communication.	2 working days for a resolution	Relevant CLH London team member.
Formal Stage 1	If the complaint is not satisfied with the quick fix, a formal complaint should be made. This must be in writing and set out the specific concern and proposed remedial action.	3 working days for an acknowledgement	The CLH London team member who received the complaint.
	We may move a complaint into the formal process if it appears there are continuing unresolved concerns. We will attempt to capture concerns in writing and confirm this with the complainant, or seek confirmation in writing that they are choosing not to use the complaints process.	10 working days for a written response to a formal complaint	CLH London Project Director
Formal Stage 2	If the complainant is not satisfied with the outcome from Stage 1, a Stage 2 complaint can be made in writing within 10 working days of the Stage 1 response.	3 working days for an acknowledgement	CLH London Project Director
	The aim of stage 2 is not to review the complaint again, but to ensure that the stage 1 response: <ul style="list-style-type: none"> • reasonably addressed all the issues raised • responded fairly and openly • reflected the reasonable expectations of our role 	20 working days from the date of receipt This concludes the complaints process. There will be no further appeal or review.	CDS Co-operatives Chief Executive

Throughout each stage of the process we may seek to:

- ascertain why complainants are unhappy
- find out what outcome complainants seek.

During the investigation of the issues raised, we will be honest and open about what we can or cannot do to meet the expectations of the complainant. We will provide a full written response to formal complaints within the timeframes above, which will set out specifically:

- whether the complaint has been upheld fully, partially or not upheld
- what action will be taken
- when this will be done
- the name of a lead officer to fulfil this promise (where action is proposed).

If for any reason a full response cannot be provided within this timeframe, the respondent will write to the complainant to advise them when they can expect the full response to the issues that have been raised.

7. Monitoring and compliance

We believe that complaints can help us to continually improve our services. We will aim to capture the lessons that we learn and identify the improvements that we make as a result of this feedback.