



# Complaints Policy



**Our Complaints Policy is a plan to show you what you can do if you have a complaint and what we will do to try and resolve it.**

# Our Complaints Policy



If you are unhappy about something you can put in a complaint. This document will explain how to do this and what you can expect FairOak to do.



## Complaints

If you are unhappy with the service you receive from FairOak we want you to tell us. Sometimes you can solve your problem by just speaking to a member of staff.



## Compliments

We like to know when we have done something well. This is called giving us a compliment.



## Suggestions

We want to know if you have a good idea about how we can improve FairOak's services..



When you complain it helps you to be heard and understood and it helps FairOak to improve our service.



The Housing Ombudsman's defines a complaint as *'an expression of dissatisfaction about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents'*



If you are unhappy with a service we provide this is called a service request. This is a request to put something right. This is different to a complaint.



If you raise a service request, we will record this and follow it up for you. When we think we have resolved the issue we will contact you to let you know.



If you are not happy with the way we have responded to the service request, you can raise a complaint.



You can raise a complaint by



Completing a Complaints Form. You can find this on the website or ask a member of staff for a copy.

You can also send us a letter or an email.



Talk to a member of staff either face to face or on the phone. They will help you to write down your complaint and explain what will happen next.



.Ask somebody to help you. They will be your representative. They will be able to explain your issue and let you know how the complaint is progressing.



We will always look at each complaint individually and explain how we will deal with the matter. If we cannot look at the complaints under our policy, we will give advice on how to contact the Housing Ombudsman.



We will always try to resolve your issues quickly to prevent a complaint being necessary. If we can't do this, you might want to make a complaint.



Your complaint must be made within 12 months of the event happening. You can do this is writing, in person, by phone or email. We will acknowledge your complaint within two working days.



### **Investigating your complaint (stage one)**

We will carry out a thorough investigation of your complaint and may contact you for more information or to update you on our progress.



### **Our reply to you (stage one)**

We will try to put things right and resolve your complaint. At stage one we aim to respond within ten working days of it being received.



We will explain where things have gone wrong, say sorry for any mistakes, put things right and tell you how we will learn from your complaint.

## STAGE 2



### **Request for review (stage two)**

If you are unhappy with our response, you can ask for your complaint be reviewed at stage two.. We will acknowledge this within five working days.

### **Reviewing your complaint (stage two)**

At stage two the chair of our board of trustees will review the investigation and your reasons for asking for a review and decide if the decision of Stage 1 is correct.



We will deal with this and write to you within 20 working days of receiving your request for your complaint to go to Stage 2.

**Housing**  
Ombudsman Service

### **Housing Ombudsman**

If you consider that we have been unable to resolve your complaint after our stage two reply, you can ask the Housing Ombudsman to investigate. They investigate complaints and disputes made by tenants to their landlords.



You can also contact the Housing Ombudsman at any point in the process for advice, support, and guidance.

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

# Contact us



## Fairoak

Providing the Keys  
to Happy Healthy Homes

If you would like more information  
about Fairoak Housing Association,  
please get in touch.

## Get in touch



Fairoak Housing Association  
155 Highgate  
Kendal  
LA9 4EN



**01539 720082**

**[alison.barnes@fairoakhousing.co.uk](mailto:alison.barnes@fairoakhousing.co.uk)**



@FairoakHousing



@FairoakHousing

