

Agency Managed Services Complaints Procedure Resident Flowchart

Salvation Army Homes are committed to providing a high-quality service for our customers and working in an open and accountable way that builds trust and respect. We strive to deliver excellent services but know that sometimes things go wrong.

Managing Agents will be provided with our Complaints Policy and Procedure at each review cycle.

Our Agency Managed Services will investigate and respond to complaints about the service they provide, operating the same principles and timescales as set out in the Complaints Handling Code.

Should you wish to make a complaint relating to our **landlord responsibility**, we will investigate this through our complaint process within the key timescales detailed below.

(Please speak to your Service Manager for what complaints would be classed as “landlord responsibility”)

Stage 1 Acknowledgment

Response Time: Within 5 working days

You will be contacted by a member of the Complaints Team, within **5 working days** to determine how you would like to be contacted, whether you need an advocate or friend to support you through the process and clarify what your complaint is about.

Your complaint will be acknowledged in writing within **5 working days**.



Stage 1 - Investigation and Response

Response Time: Within 10 working days

During the investigation process you will be kept informed of progress and the likely decision. You will be given the opportunity to correct any misinformation and provide information.

You will receive a written response with the outcome of your complaint within **10 working days**.



Stage 1 - Satisfaction and Escalation to Stage 2

If you are not satisfied with the response and contact us and ask for your complaint to be escalated to Stage 2

Within 12 months of your Stage 1 Complaint

Stage 2 – Acknowledgement

Response Time: Within 5 working days

You will be contacted by a member of the Complaints Team, within **5 working days**, to determine how you would like to be contacted, whether you need an advocate or friend to support you and clarify why you are not satisfied with the Stage 1 outcome.

Your Stage 2 complaint will be acknowledged in writing within **5 working days**.



Stage 2 - Investigation and Response

Response Time: Within 20 working days

During the investigation process you will be kept informed of progress and the likely decision. You will be given the opportunity to correct any misinformation and provide information.

You will receive a written response with the outcome of your complaint within **20 working days**.



Stage 2 - Satisfaction

If you are still dissatisfied after exhausting our internal complaints process you may complain directly to the Housing Ombudsman. This should be through a *Designated Person* (with your authorisation) within **eight weeks** of the final decision or directly by you after **eight weeks**. Refer to the www.housing-ombudsman.org.uk website for their **online complaint form** and other ways to contact, including:

In writing: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET
By telephone: 0300 111 3000

Complaints about an agency managed “service” or “employee”

If your complaint is about an agency managed service itself please refer to the Complaint Policy and Procedure at your service.

If your complaint is about an employee within an agency managed service, we will refer this to the Manager / Area Manager of the service for investigation and resolution.