

Complaints Guide

Everything you need to know

Complaints, compliments and feedback

Introduction

At Dolphin Living value complaints and compliments!

If something goes wrong and you are dissatisfied with our service, please tell us. However, if you want to compliment our service, that feedback is also important to us.

This guide describes our complaints procedure and how to make a complaint and what you can expect from us. If you wish to make a compliment, the contact details are the same.

What is a complaint?

A complaint is 'an expression of dissatisfaction about our action or lack of action or about the standard of service/repairs provided by or on behalf of Dolphin Living.

What can I complaint about?

You can complain about things like:

- Failure or refusal to provide a service
- Inadequate quality or standard of service or an unreasonable delay in providing a service
- Delays in responding to enquiries or requests
- Unfairness, bias or prejudice in service delivery
- Misleading, unsuitable or incorrect advice or information
- A repair that has not been carried out properly or in an agreed timeframe
- Failure to follow our published policies and/or procedures
- Conduct, treatment by or attitude of a member of staff or contractor

What can't I complain about?

There are some things we can't deal with through our complaints handling procedure.

These include:

- A routine first-time request for a service
- Issues that are in court or have already been heard by a court or a tribunal
- A complaint has already exhausted the complaints process
- A concern about the actions or service of a different organisation, where we are not involved in the issue (except where the other organisation is delivering services on our behalf)
- A request for information under the Data Protection Act
- The complaint concerns the content of an approved Dolphin Living policy

If we are unable to accept your complaint, we will tell you the reason why. You have the right to take that decision to the Housing Ombudsman Service and we will provide you with contact details.

Who can complain?

Anyone who receives, requests or is directly affected by our services can make a complaint to us. This includes the representative of our resident (for example, a relative, friend, advocate or adviser). If you need extra help to make a complaint, please contact us.

How do I make a complaint?

We would encourage you to contact us as soon as possible after an issue first arises, as complaints must be raised within 12 months of the incident. This allows us to deal with the problem as quickly as possible.

When complaining, please tell us: • your full name and contact details • as much as you can about the complaint • what has gone wrong; and • what outcome you are seeking

Our Contact details

email: ivanadecarvalho@dolphinLiving.com

email: info@dolphinliving.com

phone: 0207 113 3351

What happens when I have made a complaint?

In line with the Housing Ombudsman Complaint Handling Code, we support the earliest resolution of complaints. You will be contacted once we receive your complaint and will seek an immediate solution. If we are unable to agree a resolution, or the matter needs further investigation, we will log a Stage 1 complaint.

STAGE ONE- FORMAL COMPLAINT

- ❖ We will acknowledge, define and confirm your desired outcomes and log your complaint **within 5 working days** of a complaint being received.
- ❖ Wherever possible we will discuss this with you in person. At this point the staff member will agree a timescale with you.
- ❖ They will aim to complete the investigation as quickly as possible and will feed back to you with an outcome letter detailing the outcome and any agreed actions in within 10 working days.
- ❖ If we need more time, we will contact you for an extension which will not exceed a further 10 days.
- ❖ We will follow up with you to ensure the agreed actions have been completed to your satisfaction.

STAGE TWO -REVIEWING A COMPLAINT

If you're unhappy with our response at Stage One you can move your complaint to Stage Two by contacting us.

Email: info@dolphinliving.com

Telephone: 0207 113 3351

We'll listen to what you feel has not been appropriately investigated or what you disagree with and work with you to understand the outcome you're looking for.

- ❖ We will acknowledge your Stage Two complaint **within five working days**
- ❖ You will be contacted to discuss your complaint and required outcomes
- ❖ A full investigation will take place with your complaint reviewed by 2 Directors

- ❖ We will write to you with the outcome of your complaint and include any proposed solutions **within 20 working days**
- ❖ If we need more time, we will contact you for an extension which will not exceed a further 20 days

What if I am still not happy?

Stage Two is the end of our complaints process.

If you are still not satisfied with our response at this point, then you are able to escalate your complaint to the **Housing Ombudsman for investigation**.

Housing Ombudsman Service

The Housing Ombudsman Service is an independent organisation that investigates complaints. They are not an advocacy or support service (but there are other organisations who can help you with advocacy or support- for example Citizens Advice).

The Ombudsman has a legal duty to monitor compliance with the Code, regardless of whether it receives complaints from residents about a landlord. This means that Dolphin Living will complete a self-assessment against the code, submitting it annually to the Ombudsman and publishing it on our website.

You can ask the Housing Ombudsman Service to look at your complaint if:

- you have gone all the way through the complaints handling procedure
- it is less than 12-months after you became aware of the matter you want to complain about; and
- the matter has not been (and is not being) considered in court.

The Housing Ombudsman Service will ask you to complete a complaint form and provide a copy of our final response to your complaint.

You can do this online at: www.housing-ombudsman.org.uk/residents/make-a-complaint or call them on: 0300 111 3000.

You may wish to get independent support or advocacy to help you progress your complaint.

The Housing Ombudsman Service contact details are:

Housing Ombudsman Service
PO Box 152
Liverpool
L33 7WQ

Learning from Complaints

It's important we take on board the feedback our residents give us as part of our complaints process and that we learn from it. Each year we will produce an **Annual Complaints Performance and Service Improvement Report** that will be reported to Dolphin's Board and will be published on our website. In addition, we will regularly keep residents updated on any changes we make because of complaints learning via our newsletter.

Our Complaints Policy is available on our website www.dolphinliving.com or call us for a copy.