



Haig Housing Complaints: Our Policy

Haig Housing recognises complaints as an opportunity to learn from mistakes and improve. We will listen to the person complaining and deal with complaints as quickly, positively and fairly as possible. Wherever possible the complaint will be dealt with when it is first reported to a representative of the Trust, an employee or an Agent.

All complaints will be treated as confidential and will be dealt with impartially and objectively. Making a complaint will not affect the way in which the Complainant or members of their family are treated by the Trust.

A **complaint** is not a **dispute**. A **dispute** has no clear definition. Allegations are often met by counter-allegations; it may be difficult to prove who is right or wrong and the complaints procedure will not be used to deal with **disputes**.

A full copy of the Complaints Policy is available from Haig Housing – please see over for details

DEFINITION OF A COMPLAINT

“an expression of dissatisfaction, whether justified or not, about action or lack of action, the standard of a service or policy”

HOW TO MAKE A COMPLAINT

Complaints may be made in writing, by telephone, by email or in person.

Completing a Complaint Form will speed up the process of resolving the complaint. Complaint forms can be downloaded from our website under the 'Information for Tenants' tab or requested through the contact details below

COMPLAINTS PROCEDURE

There are two stages to the Complaints procedure. If the Complainant is not satisfied at any stage, the complaint will move up to the next stage

- Stage 1 Director of Corporate Services
- Stage 2 Trustees

TIMESCALES

Haig Homes will:

- Acknowledge all complaints within one working day of receipt
- Tell the Complainant the target time for dealing with the complaint – generally three working weeks from the date of receipt.
- Inform the complainant in advance of any reason why the time taken may be increased

THE RESULT

If it is found that a mistake has been made by Haig Housing, we will apologise and do what can to put the Complainant into the position they would have been in, had the mistake not been made. In some cases compensation **may** be paid if tenants have suffered loss or distress in the absence of expected service.

Random checks will also be made after the complaints have been dealt with to ensure that the process was understood and the complainant feels fairly treated.