

Pinner House Society Ltd Complaints Policy	Version Number	1.0
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	Policy Owner	

Introduction

At Pinner House, we want to provide the best possible service for our residents. If things go wrong we want put it right and learn from it. This policy explains how we will handle complaints in a fair, open and timely way. It also shows how we meet the Housing Ombudsman's Complaint Handling Code.

We define a complaint as:

"Any expression of dissatisfaction, however it is made, about the standard of service, actions or lack of action by Pinner House, our staff or people working on our behalf, which affects one or more residents."

You do not need to use the word "complaint." If you tell us you are unhappy, we will ask if you would like to make a complaint.

How to Make a Complaint

1. In person, by speaking to one of the Managers
2. By telephoning the office on 0203 198 0529 and speaking to one of the Managers
3. By writing a letter to The Manager at Pinner House
4. Sending an email to manager@pinnerhouse.co.uk

How we Handle Complaints

Trustees have overall responsibility for complaints. Complaints will be handled by the appropriate staff member or trustee who will be fair, sensitive and objective. We will keep information confidential unless sharing it is necessary to investigate the issue.

Complaint Process

Stage 1 – First Response

We will acknowledge your complaint within 5 working days and give you a full written response within 10 working days. If we need more time, we can extend by up to 10 extra working days. We will explain why and agree this with you. Our response will explain what your complaint was, our decision and reasons, any action we will take and how to escalate if you are not satisfied.

Stage 2 – Review

If you are unhappy with the Stage 1 outcome, you can ask for a review within 10 working days. Another staff member or trustee (who was not involved in Stage 1 will carry out the review. You will receive a Stage 2 response within 20 working days. If we need more time, we can extend by a further 20 working days. We will explain why and agree this with you. Our response will explain, what your complaint was, our decision and reasons, any action we will take and how to escalate if you are not satisfied.

If you are still not satisfied, you can contact the Housing Ombudsman:

Housing Ombudsman Service
PO Box 1484
Unit D
Preston PR2 0ET
Telephone: 0300 111 3000
Email: info@housing-ombudsman.org.uk
Website: <https://www.housing-ombudsman.org.uk>

Putting Things Right

When we get things wrong, we will acknowledge and explain what happened. We will apologise and take action to put it right (eg. fix the issue, reconsider a decision or update records) and we will learn from the complaint to improve our services

What we Will Not Treat as a Complaint

Some issues cannot be handled as complaints, for example, matters already dealt with through legal proceedings, appeals about tenancy notices, data protection requests (handled under GDPR policy), issues more than 12 months old (unless there are special reasons), antisocial behaviour reports (unless the complaint is about how we handled them), complaints already fully considered under this process, and services outside Pinner House's control.

Service requests from residents are not complaints. Residents may contact the Manager with service requests and the requests will be recorded, monitored and reviewed regularly.

If we do not accept a complaint, we will explain why and advise you that you can ask the Ombudsman to review our decision.

Learning and Improving

We use complaints to learn and improve. We will record and review complaints, report complaints to the Trustees, publish performance and learning on our website.

Annual Review

Each year, we will publish a complaints performance and improvement report, carry out a self-assessment against the Housing Ombudsman Complaint Handling Code, ask Trustees to review and sign a statement on complaints handling and share results with residents, Trustees and the Housing Ombudsman.