



Complaints, comments, and feedback

Phoenix values complaints and aims to learn from all feedback to improve services. This leaflet explains what you can expect from us when you log a complaint.

Putting things right

As a resident-led housing association, residents are at the heart of everything we do. We aim to do things right – first time, every time.

We understand that, at times, things can go wrong. When this happens, we want to work with you to agree on a resolution to put things right. We want you to enjoy your home and the services that we provide. If things go wrong, we want to hear from you so that we can improve our services and ensure that lessons are learned following your feedback.

We will make reasonable adjustments as required to ensure that you are able to access our complaints process, this may include accessing our interpreter or translation service or carrying out a home visit.



What is a complaint?

A complaint is when you're unhappy with a service that Phoenix is providing. This could be about our service, lack of action by us, our staff, or those acting on our behalf to resolve an issue. For example, we may have let you down and not done something we said we would do. Please see table opposite.

We can only deal with a complaint via our formal complaints process that is made within twelve months of when the issue occurred.

We do not treat the following as complaints:

- An initial report of anti-social behaviour or an update about anti-social behaviour
- A dispute about the level of rent or service charges. If we cannot resolve this internally, it will need to be resolved through a rent assessment committee or first tier tribunal (previously leasehold valuation tribunal).
- Dissatisfaction with one of our policies, unless you are unhappy with how we have carried it out.
- Complaints dealt with under the complaints process and policy within the last twelve months.

Our complaints process

There may be instances when a request for a service can be resolved without the need to enter the complaints process. Examples of where this may be possible include a missed appointment, a first-time report of a fault or a delay in providing a response. In some cases, these issues can be resolved with an offer of immediate action, an apology or by providing the information required. When this is not possible, we will escalate your complaint to our two stage formal complaints process overseen by a Complaints Team.

Any of our staff will accept a complaint, in any format, from any tenant or leaseholder or their representative.

If you choose to make a complaint through a representative, we will require your written consent and the response will be sent to them on your behalf.

We will also accept complaints from other customers. However, if those customers are not tenants or leaseholders, they are unable to use the services of the Housing Ombudsman.

Examples of a complaint



What is a complaint

A failure or refusal to provide a service to you. For example, we did not act in line with our published policies or timescales.

A delay in dealing with your enquiries or requests for service.

The treatment by or attitude from our staff or contractors.



What is not a complaint

A first-time request for a service. This includes a first-time request for a repair or appointment or requesting a call back from your housing officer.

Requesting for action to be taken against a neighbour for anti-social behaviour or a report of anti-social behaviour.

This will be dealt with in line with our Anti-social behaviour (ASB) Policy unless the complaint is about our handling of the report.

An attempt to re-open a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision.



What happens if you make a complaint?

We will accept complaints by email, phone, post, in person or via our resident portal.

We will acknowledge your complaint within five working days, contact you to discuss the complaint and may request further information from you. We will tell you who is investigating your complaint and provide you with a complaint reference number as part of your acknowledgement.

Please contact us if you require any reasonable adjustments when investigating your complaint or during the complaints process. This might mean that you ask a trusted relative or friend to help you through the process or request that we only communicate by email /writing.

Stage 1 complaints

- We will first acknowledge your complaint and respond to your complaint within 10 working days. If this is not possible, we will explain the delay and agree on an extension date. This will not usually be more than an additional 10 working days.
- A Complaint Investigator will review the information you provide and carry out an investigation, which will take place by discussing the complaint with you, examining our policies and procedures, and reaching a decision based on the evidence gathered from the investigation.
- We aim to offer a resolution to resolve the complaint where possible and keep you informed of the progress of your complaint if the response to your complaint cannot be made within the agreed timescale.
- We aim to resolve all complaints at Stage 1. However, if you're unhappy with our response, you can escalate your complaint to Stage 2 for a review by a Director. Please contact us within 28 days of your Stage 1 response to escalate your complaint.

Stage 2 complaints

We will acknowledge and respond to your complaint within 20 days. If this is not possible, we will explain the delay and agree on an extension date. This will not usually be more than an additional 20 working days.

A Director will work with a Complaints Investigator who was not involved in the original complaint to review the information you provide, oversee your complaint, and reach a decision based on the evidence gathered from the investigation.

We aim to resolve all complaints at Stage 2. However, if you're unhappy with our response, you can escalate your complaint to the Housing Ombudsman for review.

The Housing Ombudsman Complaint Handling Code

The Housing Ombudsman Service introduced a new **Complaint Handling Code*** in July 2021. The purpose of the code is to enable landlords to quickly resolve complaints raised by their residents and use the learning from complaints to drive service improvements.

Self - Assessment

Phoenix carries out annual self-assessments to assess practice against the requirements in the code. Details of our complaints policy can be found on our website, or we can provide you with a copy if requested.

We will also carry out regular self-assessments with residents against the code and take appropriate action to ensure that our complaint handling is in line with the code.

Taking your complaint further

On 1 October 2022, the Housing Ombudsman removed the democratic filter, which means that as a resident, if you remain unhappy with how we have handled your complaint – after the two stages of our complaints process, you can immediately refer your complaint to the Housing Ombudsman.

We aim to resolve all complaints at Stage 2. However, if you're unhappy with our response, you can escalate your complaint to the Housing Ombudsman for review.

*www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/

How do I get in touch?

There are lots of ways to get in touch with us:



By phone: from 8am-5pm, Monday to Friday (and for emergency calls at other times) Freephone from your landline or mobile on 0800 0285 700. If you need a translator, we can arrange one for you.



Email us at complaints@phoenixch.org.uk



Online and via the MyPhoenix residents portal: www.phoenixch.org.uk



In person by visit us Monday to Friday between 9am – 5pm at The Green Man, 355 Bromley Road, SE6 2RP



By post by addressing the envelope to: Freepost: RTGT-SBZU-TTJA, Phoenix Community Housing, The Green Man, 355 Bromley Road, London SE6 2RP



BSL Interpreters service which is accessible via our website, phone, or in person.

To contact the **Housing Ombudsman**, you can call them directly on **0300 111 3000** or:

Write to:
Housing Ombudsman Service
PO Box 152, Liverpool, L33 7WQ
Email:
info@housing-ombudsman.org.uk
Find out more on their website:
www.housing-ombudsman.org.uk

Housing
Ombudsman Service

Please fill out the attached form to provide feedback regarding any of our services or to get involved with Phoenix by taking part in a focus group.

Report form

We will use the information on this form to record your feedback or resolve your complaint.

The information you provide will be stored and retained securely and treated in accordance with our Data Protection Policy, the General Data Protection Regulation and any succeeding acts. Our data protection policy is available on our website and on request by calling 0800 0285 700.

Your details

Title First name Surname

Telephone Email

Full Address, including postcode

I am a Phoenix tenant I am a Phoenix leaseholder I am not a Phoenix resident

If you are acting on behalf of a Phoenix resident, please provide written authorisation

Getting back to you

How would you prefer to be contacted in response to this complaint? Phone Email Post

If you need any reasonable adjustments, e.g large print contact us

Cut here

Continued overleaf

Please provide details of your complaint

Have we dealt with this complaint over the last 12 months? Yes No

If, no please provide us with the detail of your complaint.

How would you like this complaint to be resolved?

Get in touch

W www.phoenixch.org.uk

T 0800 0285 700

E complaints@phoenixch.org.uk

X  @phoenixtogether

The Green Man, 355 Bromley Road, London SE6 2RP

