

Customer Feedback

Comments, compliments and complaints



Introduction

This leaflet explains how Acis deals with feedback from tenants and other service users. Feedback is comments, compliments and complaints.



Feedback is very important to us, regardless of whether it is positive or negative. We encourage our tenants and service users to let us know what they think about the services we deliver, so that we can recognise those things that we do well and can try and put right and learn from things that we don't do well.

What is a comment?

Comments that we receive are usually suggestions about how we can make our services better. We are continually looking at how to improve things and are open to all reasonable suggestions. You can make suggestions by email, post, phone, online or in person to a member of staff. You can also use the freepost 'Tell us' reply slip which is featured in each edition of our Home News newsletter.

What is a compliment?

Compliments are usually received when tenants and service users are very happy with the service we have provided, or when we have 'gone the extra mile'. If you feel that you have received outstanding service from us, please let us know.



What is a complaint?

A complaint is when you tell us you are not satisfied with the quality of service received or about something that we have failed to do. Complaints can be received from individuals, or from groups of tenants or service users.

Contacts that will not generally be considered as a complaints are:

- Requests for a service from Acis
- Anti-social behaviour – this will be dealt with as per our specific policies and procedures
- Issues that are over six months old that have not been raised before
- Issues that are not the responsibility of Acis – in such circumstances, we will always try and identify who is responsible and may refer a matter on
- Issues that have been through the complaints process before



Quick guide to complaints

Please see over the page for a brief summary of how our complaints procedure works

Quick guide to the complaints procedure



Stage 1

I want to make a complaint

Complete a complaints form

Complaint passed to an Acis staff member to investigate

You will be contacted by the staff member within two working days of receiving your complaint

You will be notified in writing about whether your complaint is upheld or not

If you're not satisfied with the outcome, you can request consideration at Stage 2

Stage 2

Complete a request to be considered at Stage 2 form

Complaint passed to an Acis staff member not involved at Stage 1 to investigate

You will be contacted by the staff member within two working days of receiving your complaint



You will be notified in writing about whether your complaint is upheld or not



If you're not satisfied with the outcome, you can request consideration at Stage 3

**Stage
3**



Complete a request to be considered at Stage 3 form



You will be invited to attend a meeting with an Acis complaints panel



You will be notified in writing about whether your complaint is upheld or not



If you are not satisfied with the outcome at the end of our procedure, you will be advised how you can contact the Housing Ombudsman



How we deal with complaints

Whenever you express dissatisfaction with the company or the services we provide, we will try to put the matter right as quickly as we can wherever this is possible. Our staff are encouraged to take responsibility for working with you to do this and to prevent the need for a formal complaint to be made. In many cases we are able to do this by prompt contact and action.

Making a complaint

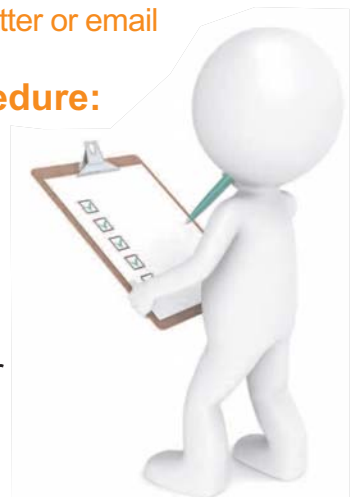
When formal complaints are made, we will investigate in a fair and honest way. It is important that we have full details of the matter that you are complaining about and what you are seeking to resolve it. We encourage use of our specific complaint form which is available in the following ways:

- We will send out a form on request
- You can download a form from our website
- If you want to make a complaint over the phone, our staff will complete this form with you
- You can also make a complaint via a letter or email

There are three stages to our procedure:

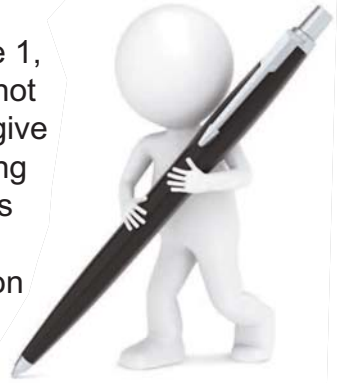
Stage one

Your complaint will be registered and given to one of our managers who will either investigate it directly or ask an appropriate member of their team to do so. We consider that personal contact is helpful in resolving complaints and will contact you within two



days of receiving your complaint. The member of staff who is investigating your complaint will identify themselves as your single point of contact. A visit may be arranged where it is considered this would be beneficial.

After consideration of your complaint at Stage 1, we will notify you in writing about whether or not we are upholding your complaint. We aim to give a decision on your complaint within ten working days of you raising the matter with us. If this is not possible, we will advise you why and commit to keeping you updated until a decision can be given.



If you are dissatisfied with the outcome of a complaint investigation at Stage 1, you can request that the matter be considered at Stage 2. You will then be required to make the request within ten working days of receiving the Stage 1 decision letter and complete a standard form that we will send out with it. This form is intended for you to identify any matters or issues that you consider we have not taken into account in reaching our decision at Stage 1 and help consideration at the next stage.

The same process will apply when a complaint has been received from a group of tenants or service users. A meeting may be arranged with the whole group, with one or two of the group acting as future contacts.

If you do not complete and return the Stage 2 investigation request within the ten working day timescale, your request will be discounted unless there are exceptional circumstances.



Stage two

Stage 2 complaints will be investigated by a manager, or where appropriate, a Director who has not had any involvement with the investigation of the complaint at Stage 1. They will carry out a review of the complaint based on all information we have and the information submitted on the Stage 2 request form.



As at Stage 1, contact will be made to discuss the matter in person and a visit made where it is considered this would be beneficial.

After consideration of your complaint at Stage 2, we will notify you in writing about whether or not we are upholding your complaint. We aim to give a decision on your complaint within ten working days of you raising the matter with us. If this is not possible, we will advise you why and commit to keeping you updated until a decision can be given.

If you are dissatisfied with the outcome of a complaint investigate at Stage 2, you can request that the matter be considered at Stage 3. You will then be required to make the request within ten working days of receiving the Stage 2 decision letter and complete a standard form that we will send out with it. This is intended for you to identify any matters or issues that you consider we have not taken into account in reaching our decision at Stage 2 and help consideration at the next stage.

If you do not complete and return the Stage 3 investigation request within the ten working day timescale, your request will be discounted unless there are exceptional circumstances.

A complaint may be escalated from Stage 1 to Stage 3 without a Stage 2 investigation, at our discretion, where it is considered that this would be in the interests of all concerned in reaching an outcome.

Stage three

This is the final stage in our complaints procedure. At Stage 3 you will be invited to attend a meeting with a panel consisting of our Chief Executive, a

Board member and an impartial tenant representative. The panel will consider details of the complaint investigation and the information given on the Stage 2 and/or Stage 3 request forms.

After consideration of your complaint at Stage 3, we will notify you in writing about whether or not we are upholding your complaint. We will aim to do this within 5 working days.

Our Stage 3 decision letter will also include details of how you can contact the Housing Ombudsman if you are dissatisfied with how a complaint has been handled and/or its outcome. The Housing Ombudsman would expect that complaints are made through our procedure before being asked to investigate.

Where it does not prove possible to agree the resolution of a complaint, consideration will be given to the use of mediation through a suitably qualified and experienced third party organisation.

Mediation will not be appropriate to all circumstances where a resolution cannot be reached.



Complaints about contractors working for Acis

We work with partner contractors to deliver home improvements, repairs and grounds maintenance services. If your complaint involves one of these partner contractors it should be made to Acis and will be investigated in accordance with our process. We will work with the partner to try and resolve the complaint.



Complaint outcomes - what can I expect?

In general terms, it is likely that there will be one or more of the following outcomes:



- An explanation about why a complaint cannot be upheld
- An apology if we got it wrong
- An indication of what we will do to put something right
- A commitment made to review how we do things
- A goodwill or compensation payment made

Learning from complaints



We can learn something from most of the complaints that are made to us and are committed to doing so. Learning points will be identified and logged after a complaint has been dealt with and used to improve how we do things.

Reporting our performance in dealing with complaints

We will continue to measure:

- Customer feedback received
- Levels of satisfaction with complaint handling and outcomes

We will report our performance in Home News and in the Annual Report to Tenants.



By request we will do what is reasonable to provide the content of any document in another format or language.

Please contact our Customer Services team on **freephone 0800 027 2057** or email **info@acisgroup.co.uk** for more information.



Contact details

- phone:**  FREEPHONE 0800 027 2057
- post:**  Acis Group, Acis House, Bridge Street, Gainsborough, DN21 1GG
- email:**  info@acisgroup.co.uk
- website:**  www.acisgroup.co.uk
- in person:**  Acis House, Bridge Street, Gainsborough, DN21 1GG

