



**Complaints policy**  
**October 2022**

## Contents page

<b>Section number</b>	<b>Title</b>
1	Introduction
2	Policy commitment
2.1	Informal - quick resolution
2.2	Formal complaints
2.3	Stage One
2.4	Stage two
3	Taking your complaint further
4	Learning from complaints
5	Monitoring and Performance
6	Approval Dates

## 1 **Introduction**

- 1.1 Torvista are committed to high standards of customer service. However, there may be occasions when we do not meet those high standards which we set for ourselves. We welcome feedback and we also take any form of complaint seriously. We will try wherever possible to resolve a complaint to the tenant's satisfaction.
- 1.2 This policy explains how tenants can make a complaint if they are not satisfied with our services and applies to all tenants of Torvista and to any managing agents or sub-contractors working with or on behalf of Torvista.
- 1.3 We define a complaint as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents

## 2 **Policy Commitment**

### 2.1 **Informal - Quick resolution**

- 2.1.1 Where we receive negative feedback, a representative of Torvista will contact the complainant within 2 working days of their complaint being raised and will work to agree a suitable resolution in a mutually agreeable timeframe. The response is much quicker than a formal complaint as we will not normally carry out an investigation or send formal letters but will look to get the problem resolved as quickly as possible.

### 2.2 **Formal Complaints**

- 2.2.1 Where we are unable to resolve a complaint through our quick resolution process, or a tenant request to make a formal complaint we operate a two stage formal complaints process:

### 2.3 **Stage One**

- 2.3.1 We will investigate the complaint and provide a written response within 10 working days of receiving the complaint and will keep the complainant informed of the progress until resolution. We aim to fully resolve the complaint within 30 calendar days where it is the responsibility of Torvista or one of our contractors. If longer is required, we will contact the tenant to agree a new timescale.

- 2.3.2 If a complaint is received where actions are required by a third party e.g. any servicing of grounds or common parts for example, we aim to fully resolve the complaint within 30 calendar days.

## 2.4 **Stage Two**

- 2.4.1 If a tenant is dissatisfied with the outcome of the complaint review at stage one, the tenant can make a request for their complaint to be escalated to stage 2 (appeal panel), within 15 working days of receiving the stage one response.
- 2.4.2 If the complaint is escalated to the appeal panel the tenant or those acting on their behalf will be given the opportunity to provide additional written information to the panel.
- 2.4.3 The appeal panel will consist of two board members (one of whom should be the Chair or Vice Chair) and a senior staff member acting on behalf of Torvista who were not involved previously with the case. The appeal panel will review the case and provide a written response to the tenant within 15 working days. This is the final stage of Torvista's complaints process.

## 3. **Taking your complaint further**

If the complainant remains unhappy with Torvista's handling of their complaint once the complaints procedure has been exhausted they can refer their case directly to the Housing Ombudsman Service for an independent review.

Details of the Housing Ombudsman Service is available on their website:

<http://www.housing-ombudsman.org.uk>

## 4. **Learning from complaints**

- 4.1.1 We aim to learn from complaints and use this information to improve how we work. When something changes as a result of a complaint, we will inform our tenants of what has been changed and also publish a regular update on our website about how we are using complaints to improve services.

4.1.2 The board will receive 6 monthly reports about the volumes of complaints received, at which stage they were resolved, and any trends or themes within the complaints.

## 5. Monitoring and Performance

5.1.1 The board is responsible for ensuring this policy is kept up to date, implemented within the organisation and monitored and evaluated.

5.1.2 This policy will be reviewed annually or when there is a change in circumstances, in work practices or the introduction of new legislation.

## 6. Approved Dates

Version/Date	Consultation & Approval Process			Review
	Residents	Audit & Compliance	Board	
V1 Feb 2021				April 2022
V2 April 2022		Yes		April 2025
V2.1 Oct 2022		Yes		October 2023