




Solihull
Community Housing
Shaping our neighbourhoods

Complaints and customer feedback guidance

2022



Customer Advice on Complaints and Customer Feedback

Introduction

Solihull Community Housing welcomes feedback from our customers on the range of services we deliver to you – we do listen, and we want to learn from the things that work well and the things that do not for our customers.

The purpose of this short briefing is to provide some guidance to enable our customers and SCH to get the best possible outcomes.

Complaints about how SCH has delivered a service or treated you as a customer

1. If possible, please give us an opportunity to put the issue right before moving on to a formal complaint process, e.g. if you think that a repair is more urgent than we have prioritised please contact us to explain why you think this is the case and let us have the chance to explain the position to you.
2. If you feel the need to make a formal complaint it is a good idea to take time to think it through.

Possibly write down or make notes on your phone/ tablet, setting out clearly what you feel SCH has done incorrectly/ failed to do. Most importantly, you need to be clear about what you are hoping to achieve by making the complaint, e.g. to receive an apology or to get a repair completed.

3. If you are not clear about what you feel has happened to make you want to complain and what you are hoping to achieve, then you are less likely to get a response you feel satisfied with. This does not help resolve your issues or help us to learn from the experience.
4. Whilst SCH will not always be able to give you the outcome you would like, it is essential that both parties know what you are hoping to achieve so that we can either ensure you receive that outcome, or we can give you a clear explanation of why it is not possible to give you the resolution you are seeking.
5. It is a good idea to read the Complaints Policy which is on the SCH website or can be sent to you if you call the Contact Centre or our Contact Us page on the website. There are some situations where the SCH Complaints process is not the best way to achieve a desired outcome, e.g. if you are not happy with a Homeless Decision and you have a legal right to review the decision – you must use the legal rights available to you. The complaints process cannot overturn these decisions.

Quick checklist

- Be clear about details of incident or service level that I am complaining about
- Have I done everything within my own control to resolve the situation, e.g. asked SCH to put something right before making a complaint?
- I have a clear understanding of what I am hoping to achieve from making a complaint and what resolution I would prefer.

Support to make a complaint

If you have a disability or any additional needs that mean you require more support to make a complaint, please let us know so that we can try to make reasonable adjustments to assist. This might mean that you ask a trusted relative or friend to help you through the process or we only communicate by email /writing.

Complaint Advocates

We have a small group of customers who are familiar with the Complaints process and who are prepared to provide impartial advice or support to customers who wish to make a complaint but do not feel confident to do this - it might also help to discuss your complaint with someone impartial.

If you would like to be put in touch with one of our Customer Complaint Advocates, please let us know when you make your complaint and we will arrange for an Advocate to contact you by phone or email depending on your preference.

Housing Ombudsman Service

You can seek advice from the Housing Ombudsman Service at any stage in the complaint process.

The contact details are:

PO Box 152

Liverpool L33 7WQ

Call us on 0300 111 3000

www.housing-ombudsman.org.uk

The Housing Ombudsman Service website has a lot of information for residents with case studies about previous complaints (no personal customer details are published) and these may help you get a better resolution from your own complaint.

Get in touch

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Solihull Community Housing

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Visit the contact us page on our website to complete an online form with details of your enquiry.

Contact us if you need this document in a large print, different language or alternative format.
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