

What to do when things go wrong.



We know sometimes we don't get things right and you may need to raise a complaint with us. If something has gone wrong or the service provided to you hasn't lived up to our standards please let us know, so we can investigate and find out what we can do to make things right.

If you complain, we will investigate the complaint in a completely confidential and respectful manner, keeping you fully informed throughout the process.

When a complaint is made our focus is to ensure:

- i. Any complaints are managed efficiently and fairly
- ii. We provide you with a resolution focused service
- iii. We learn from our mistakes and make things right to ensure our residents are satisfied with the process and outcomes
- iv. Ensure we are compliant with all regulations around complaints

To let us know if you're having an issue, the first step is to contact us via our website

www.originhousing.org.uk, by emailing **enquiries@originhousing.org.uk**, or you can call us on **0300 323 0325**.

If your issue isn't then resolved, you then have the option to raise a formal complaint. We have a Complaints Team who work to ensure we know the details of what's gone wrong and will work with you to help find a solution with you to put it right.

If you don't feel your Complaint has been addressed by our Complaints Team following our complaints process, you also have the option to complain through the Housing Ombudsman, an independent service that is there to help ensure you're treated fairly and your complaint is fully investigated.

You can find more detail on how to complain through the ombudsman by visiting a Citizens Advice Bureau or if you have internet access by visiting: <https://www.housing-ombudsman.org.uk/residents/make-a-complaint/>

Who can complain?

- Any Origin resident
- Anyone who is in receipt of a service or is affected by a service that is provided by Origin
- Anyone who may potentially receive a service from Origin, for example someone who is applying for a service.

You are also welcome to make a complaint via an advocate. Where a complaint is made via an advocate we will need the written consent.

We are not able to investigate complaints about services, organisations and individuals for which Origin is not responsible.

When can't you complain?

Although you might use the term complaint, there are times when we wouldn't refer things through our complaints process. We've included some examples where this is the case:

- Complaining about a correctly applied policy – e.g. where the policy and the way it's been applied is fair and consistent with the policy itself.
- Requesting a service for the first time – e.g. reporting a repair or notifying us of an anti-social behaviour (ASB) incident.
- Anti Social Behaviour – Reports of anti-social behaviour will not usually be managed through our complaints procedure. We will only investigate a complaint about ASB if it's in relation to the way it was handled by a member of staff.
- Complaint relating to an incident that occurred more than six months ago - discretion may be used if there is a valid reason for the delay or it relates to a safeguarding concern or health and safety issue.
- A vexatious complainant as specified in our Unacceptable behaviour policy.
- Legal proceedings have started – where we or the customer has issued legal proceedings regarding the issue.
- Complaints relating to Service Charges from Leaseholders – These are best managed through the First Tier Tribunal.
- Matters that have already been considered or are currently being considered under the complaints policy.

Where we do not accept a complaint, we will provide you with an explanation about the reasons why.

We aim to make it easy for you to complain in whichever way you find most convenient. You don't need to make a complaint in writing and you can make a complaint to any member of staff or contractor by:

- Filling out a form on our website, www.originhousing.org.uk
- Emailing – enquiries@originhousing.org.uk
- Visiting our office at **St Richards House, 110 Eversholt Street, London, NW1 1BS**
- By calling us – **0300 323 0325**
- Completing a customer complaints form
- Through a feedback survey
- Face to face with any Origin staff member or representative
- Through a third party e.g. an advocate, staff member or support worker, MP Councillor
- Social media including Twitter, Facebook, Live Chat & WhatsApp

Once a formal complaint has been made it'll fall into one of two stages, outlined below. More detail can be found in our full Complaints Policy.

Stage one

If a complaint is not being resolved informally, the complaint will be logged and acknowledged within five working days. You'll be contacted by telephone or in person (unless contact has been requested in an alternative form) to confirm the full details of the complaint in order to assist the investigation. A full written response to the complaint will then be sent out as soon as possible and in any event within 10 working days. If it is not possible to provide a full response within 10 working days we will contact the you to explain why.

Stage two

If you aren't happy with the decision made at stage one, you can request for the complaint to be escalated to stage two by providing us with details of why you would like the complaint escalated and what outcome

you would like. This request should be made within 10 working days of the stage one response. Requests made outside of this time will be considered by one of our senior colleagues.

Where a request for escalation to stage two is made, careful consideration will be given to understand if it warrants a review at stage two of our process.

Housing Ombudsman

If you don't feel your Complaint has been addressed by our Complaints Team following our complaints process, you also have the option to complain through the Housing Ombudsman, an independent service that is there to help ensure you're treated fairly and your complaint is fully investigated. The Ombudsman do not look at the original problem, for example, they do not find out whether there was anti social behaviour or if a home has a repair issue. The ombudsman will look at whether a landlord has dealt with the reported problem in line with a tenancy agreement, lease or its own policies. The Housing Ombudsman Service will usually only investigate complaints where there is a landlord and tenant relationship.

You can find more detail on how to complain through the ombudsman by visiting a Citizens Advice Bureau or if you have internet access by visiting:

<https://www.housing-ombudsman.org.uk/residents/make-a-complaint/>

E-mail: info@housing-ombudsman.org.uk

Website: housing-ombudsman.org.uk

Compensation

In certain circumstances we may consider paying compensation as part of a complaint resolution. You can get full details of this in our compensation procedure and through using the guidance set out by the Housing Ombudsman.

If you have any questions about our complaints process, procedure or policies or you'd like to find out more please visit our website www.originhousing.org.uk contact enquiries@originhousing.org.uk or call us on **0300 323 0325**.

