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8. A complaint response will be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed.
9. Outstanding actions will be tracked and actioned promptly with appropriate updates provided to the resident.
10. We will address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law, and good practice where appropriate.
11. Stage 2 is the final response and will involve all suitable staff members needed to issue this response. The resident will then be given the Housing Ombudsman's details if they wish to progress their complaint.
12. If our complaint response is handled by a third party such as a contractor or independent adjudicator at any stage, then SHC will ensure that:

The contractor/independent adjudicator is made aware of the housing ombudsman complaints code and that the complaint must form part of the two stage complaints process set out in this Code.

Residents will not be expected to go through more than a two complaints process.

Where a complainant has exhausted SHC's internal complaints procedure but remains dissatisfied with the outcome, they may take their complaint to the Housing Ombudsman Service.

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1. Where something has gone wrong SHC must acknowledge this, providing reasons, explanations, why something has gone wrong, apologise, set out actions it has already taken, or intends to take if there has been a delay to put things right.
  2. Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. SHC must carefully manage the expectations of residents, may reconsider, or change their decision, but not promise anything that cannot be delivered or would cause unfairness to the other residents.
  3. The remedy offer must clearly set out what will happen and when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion. Amending any record, adding correction/ appendum.
  4. In awarding compensation, SHC must consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to, as well as any distress and inconvenience caused.
  5. SHC have a redress table for compensation that we adhere to. Additionally in a severe maladministration case we will use the Housing Ombudsman's suggested range of compensation levels.
  6. Every effort will be made to ensure that claims are dealt with as quickly as possible and within the timescales set out according to the Compensation Act 2006.
  7. Any remedy offer will be set out, explaining what will happen and by when, in agreement with the resident where appropriate. The investigating officer will be responsible for ensuring the timescales set are completed.

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SHC Unacceptable Behaviour policy sets out our approach to managing contact with the relatively few customers whose actions or behaviour are considered unacceptable. This policy covers all forms of contact with customers such as telephone, text, letter, email, messaging via social media or face to face contact. These actions are grouped under five broad headings:

- a) Aggressive or abusive behaviour.
- b) Unreasonable behaviour.
- c) Unreasonable requests.
- d) Unreasonable persistence
- e) Vexatious behaviour

SHC will make every effort to ensure that our staff, contractors, and agents working on behalf of the Association can perform their duties safely without disadvantage, fear of discrimination or distress caused by unacceptable behaviour. (Refer to: Unacceptable Behaviour Policy)

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SHC will consult residents about any changes in SHC practice and policy, in line with the arrangements established by our resident improvement practices.

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