



Complaints Procedure

October 2020

Where you **belong.**

Fresh. 

Introduction



We are dedicated to making sure you are happy and feel at home. We are passionate about what we do, listening to what you say and constantly looking to improve our services.

We want you to enjoy your time living with us but at times we may not always get it “right”.

We take all complaints seriously and will endeavour to fix first time. If for any reason we fail to meet your expectations in resolving your complaint, then follow our simple complaints procedure.

What is a complaint?

We will treat as a complaint any expression of dissatisfaction about our action or lack of action or about the standard of service provided by us or on our behalf.

What can I complain about?

You can complain about things like:

- the quality and standard of any service we provide
- failure to provide a service
- unfair treatment or inappropriate
- behaviour by a member of staff / contractor / third party engaged by us



There are some things we don't deal with through our complaint handling procedure as these are best managed by your local Residents' Team. These include:

- a routine, first time request for a service
- a request to be released early from your tenancy
- an issue that is being dealt with by another authority e.g. tribunal, and/or court

We will not normally treat information received through routine feedback mechanisms such as responses to questionnaires and surveys as complaints.



How do I complain?

You can complain in person at reception, by phone, in writing or by email. It is easier for us to resolve complaints if you raise them as soon as you become aware of the issue, and directly to the Residents Team.

When you complain, tell us:

- Your full name, apartment number (& location if your complaint has reached Stage 2 of our procedure)
- what service have we failed to provide and/or;
- where our quality or standards fell below expectation and/or;
- where you feel you have been treated unfairly or inappropriately by a member of staff

Who can complain?

Anyone who receives, requests or is directly affected by the services we provide can make a complaint to us. This usually means:

- the Resident living at a property we manage
- an applicant for accommodation we manage

We would encourage anyone with a complaint to approach us directly, but can also accept a complaint made on your behalf (e.g. through a friend or family member), provided you give us your clear written authority to liaise with your representative and provided you also give them clear authority to act on your behalf.

Is there a time limit for making a complaint?

It is easier for us to resolve a complaint if we are made aware of it immediately.

However we recognise that this is not always possible, but would expect a complaint to be raised with us within 4 weeks that it arose, or from when finding out you have a reason to complain.

In exceptional circumstances, you may be able to complain after this time limit if you feel it should not apply to your complaint, but you must tell us why.

What will happen if I complain?

There are three stages to our complaints procedure...

Stage 1



Local Resolution

Our on-site staff are best placed to resolve and close your complaint quickly.

This could mean an on-the spot apology, an explanation if something has clearly gone wrong and immediate action taken to resolve the problem.

If the complaint is not straight forward we may need some time to investigate before fully responding. We will give you a response within 5 working days unless there are exceptional circumstances.

If we have not heard from you after 10 working days following our response to your complaint, we will believe that your complaint is closed and that you were satisfied with the outcome.

Only complaints about the most senior member of staff working at your property will jump straight to Stage 2 of our complaints procedure.

Stage 2



Stage 2 deals with complaints not resolved at Stage 1 or a complaint about the behaviour of the most senior member of staff working at the property.

To ensure your complaint is dealt with by the appropriate person we ask that you email your complaint to: customersupport@thisisfresh.com

In your email please provide the following:

- Your full name
- The full address of the property you are living at
- The person who responded to your initial complaint
- The key points of your complaint
- What has been done in response to your complaint
- Why you are unhappy with the response you have received
- How would you like your complaint resolved.

When using Stage 2 we will:

Acknowledge receipt of your complaint within two working days and tell you who is dealing with your complaint.

Discuss with you your complaint to understand why you remain dissatisfied and what outcome you are looking for.

Give you a full response to the complaint as soon as possible and within 20 working days. If the complaint is more complex, we will agree revised time limits with you and keep you updated on our progress.



Stage 3 is the final stage of our complaints procedure and you can only take your complaint to this stage if you believe we have failed to:

- Follow our own procedures
- Not corrected a failure

Your Stage 3 complaint will be reviewed by two senior managers and you may be asked to present your complaint in person or via Skype.

Following this meeting we will write to you within 10 working days with our conclusion to your complaint.

If you continue to be dissatisfied with the outcome:

If you remain dissatisfied once the complaints process has been exhausted, or if a response is not received within 8 weeks of a written complaint being made, you can also complain to the Property Redress Scheme.

If you do choose to take this route then please visit theprs.co.uk and click on 'Complain Now'.

