

## Complaints Policy

### Introduction

IMPAKT housing & support treats complaints very seriously. We wish to respond to complaints, whether formal or informal in a positive and constructive way in order to ensure that they are dealt with promptly and satisfactorily.

### Function

This policy has two main functions:

- (i) To provide dissatisfied individuals (Service Users or Visitors) with a mechanism for seeking redress
- (ii) To audit and check our own performance and provide feedback to see how we can improve and maintain our services and relationship with the residents and the public.

Our procedure has four stages:

#### Stage 1

Please try and discuss your complaint, if possible, with a member of the Housing Support Team/ Team Leader/ Project Manager. Some complaints can be resolved after an informal conversation.

Please note that complaints are only dealt with by IMPAKT housing & support staff and not by volunteers or temporary staff.

#### Stage 2

If the informal conversation has not resolved the matter to the complainant's satisfaction a Complaints Form (IHS-HOU-007-21) should be completed and this is available on request from Reception and or staff member.

Complaints will be addressed to either the Director of Housing or Housing Managers at IMPAKT housing & support.

Written complaints will be considered and replied to within 15 working days.

#### Stage 3

If the written response is not to the complainant's satisfaction the complainant may ask for their letter to be forwarded to the Chief Executive Officer and should be marked 'private'. The complaint will then be presented to the Board of Management and a decision made.

You will receive a written response within 10 working days of the complaint being received by the Chief Executive Officer.

#### Stage 4

If the complainant is still dissatisfied after stage 3, and dependant on the nature and seriousness of the complaint, there may be external bodies that will consider the complaint.

**Licensees** or anyone with a housing related complaint should take it to the Housing Ombudsman if the above procedures have been exhausted. Their address is:

Housing Ombudsman Service  
81 Aldwych  
London WC2B 4HN

Copies of leaflets that explain how to complain to the Housing Ombudsman are available from IMPAKT housing & support Head Office, 43 Bromham Road, Bedford MK40 2AA.

The decision of the Housing Ombudsman would normally bring matters to a conclusion but the complainant still has the right to refer matters to their own Solicitor/Advocate if they feel that this is appropriate.