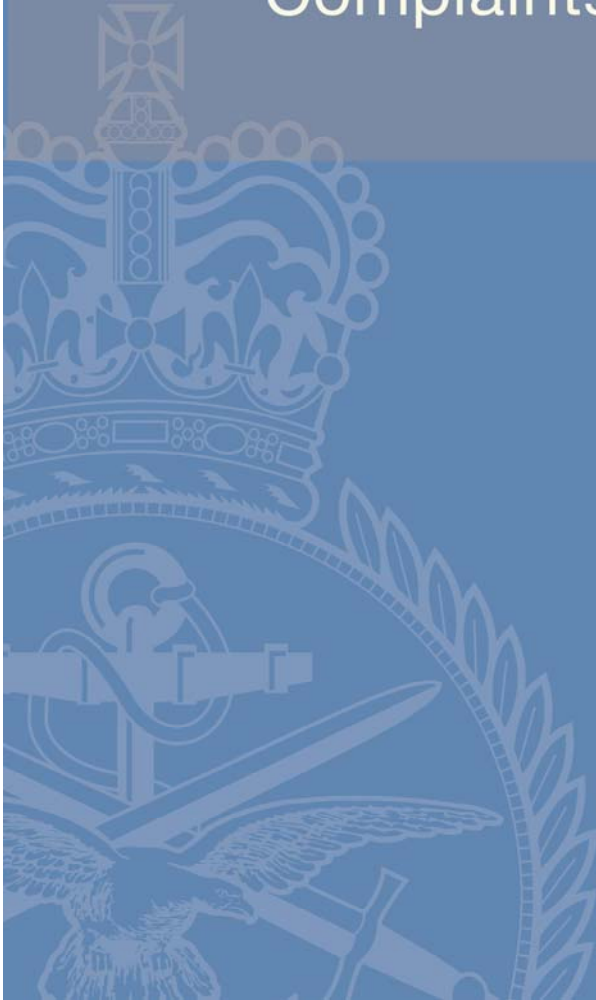


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Complaints



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Complaints

The Housing Providers aim to provide a high quality and efficient service to all customers and take complaints about the service they provide very seriously. This booklet outlines the procedures on complaints and shows how they will be dealt with.

When to Complain - You should use the complaints procedure if you are dissatisfied with the service you receive. It is not, however, intended to cover everyday enquiries. For example if you have a question with regard to your SFA, that is an enquiry. If we fail to deal with the enquiry to your satisfaction, it becomes a complaint.

Complaints May Involve - impolite or unhelpful staff or contractors, a failure to achieve repairs/works services in a target time, unfair or inconsistent interpretation of housing policies, a failure to meet legal responsibilities/contractual obligations, a decision made that affects the occupant in an adverse way and could reasonably have been foreseen, or a failure to complete an agreed task. Complaints must involve an action (or inaction) on the part of the Housing Provider, rather than, say, disputed casework or unresolved issues between SFA occupants.

How To Make a Complaint - The complaints procedures are detailed in Booklet F and take into account the existence of the HPC in England & Wales, the RPC in Scotland and the different organisations in Northern Ireland and overseas.

Charts summarising the various complaints processes are reproduced below. With the HPC/RPC (UK), it is essential that any complaints about repairs or maintenance are directed in the first instance to the relevant Helpdesk, details of which are included in the appropriate Booklet F.

Note: The above procedures do not preclude Service personnel from submitting a redress of grievance should matters not be resolved to their satisfaction.

Complaints Process Chart UK

Stage	DE Ops Housing (Excluding Repairs)	DE Ops Housing (Repairs & Maintenance) England, Scotland and Wales	DE Ops Housing (Repairs and Maintenance) Northern Ireland
1 (A)	<p>Formal Complaint to the Housing Information Centre (HIC) Manager. (telephone/letter/e-mail/fax) complaint will be recorded and allocated a reference number. This stage is split into 2 levels:</p> <p>Level 1. Telephone Complaint. Complainant contacts the HIC. Caller informed of a point of contact.</p> <p>The HIC will endeavour to resolve the problem and notify the result in writing within 10 working days.</p> <p>(Level 1 is bypassed if you go straight to letter, e-mail or fax.)</p>	<p>Formal Complaint to MHS/RPC Help Desk.</p> <p>Level 1. Telephone Complaint. Complainant telephones, writes, or e-mails the MHS or RPC Helpdesk with complaint about an existing job, a refused job or a job already carried out. The complaint will be acknowledged in writing by return, and a written response sent out within 10 working days.</p> <p>The response will include a customer reference number and an explanation of the resolution.</p>	<p>Formal Complaint to the Repairs Helpdesk</p> <p>Level 1. Telephone Complaint. Complainant telephones the Repairs Helpdesk on 0800 030 4651 providing them with the repairs order number, details of the complaint and a contact telephone number. The complaint will be logged and passed to the Helpdesk Manager who will investigate and respond within 10 working days.</p> <p>If the complaint is of a more serious nature, and at the specific request of the occupant, the complaint will be escalated to the Area Housing Manager.</p>
1 (B)	<p>Level 2. Written Complaint.</p> <p>If response is not acceptable to the complainant, the complaint is to be forwarded in writing (letter, e-mail or fax) to the HIC. Who will endeavour to resolve the problem and respond in writing within 10 working days.</p> <p>All complaints initially referred to Contractors (MHS, RPC, PFI and HCR Group) under their own Complaints Procedure are considered to be a Stage 1 complaint.</p>		<p>Level 2. Written Complaint.</p> <p>All initial written complaints should be directed to; The Helpdesk Manager, DE Ops Housing (NI), Thiepval Barracks, BFPO 801.</p>

2	<p>Formal Complaint to Head of Operations Housing (Hd Ops Housing).</p> <p>If complainant is dissatisfied with the HIC's/Contractor's response, he/she can request that the complaint is passed to Head of Ops Housing.</p> <p>Head of Ops Housing will have the complaint reviewed and decide if the Stage 1 response was correct. He may, at this point, invite the Assistant Head of Ops Housing (N, C or S) or his Customer Service Team to respond on his behalf within 10 working days. Should he consider that the case is of such a sensitive nature, that the response may elicit further action, exceptionally, Chief Executive, DE will review the decision.</p>
3	<p>Formal Complaint to Independent Housing Review Panel.</p> <p>Complaint referred to group of Housing Management experts including some drawn from outside Housing Providers and a member of the Complainant's Service. May be reviewed by each member independently and findings passed to Panel Chair who will respond to complainant within 15 working days.</p>

Complaints Process Chart Overseas

Stage	Germany (Note1)	Cyprus (Note 2)	Gibraltar
1 (A)	<p>Formal Complaint to Housing Provider. (Telephone/Letter/E-mail/Fax) Complaint will be recorded and allocated a serial number. This stage is split into 2 levels.</p> <p>Level 1. Telephone/Written Complaint. Complainants attempts to resolve the initial complaint by writing to or calling the HCSO. Acknowledgement letter sent to complainant. HSCO will endeavour to resolve the problem and respond in writing within 10 working days. The response will include the appointment and address of the next level should the complainant wish to take it further If the complaint needs to be referred to the Garrison Staff the complainant is to be advised of this and the new point of contact. Response still required within the original 10 working days.</p>	<p>Formal Complaint to Housing Provider. (Telephone/Letter/E-mail/Fax) Complaint will be recorded and allocated a serial number. This stage is split into 2 levels.</p> <p>Level 1. Telephone/Written Complaint. Complainant attempts to resolve the initial complaint by writing to or calling one of the following: OC EMS (Akrotiri) UWO (Ayios Nikolaos) SSO SU (Episkopi) SSO SU (Dhekelia) 2IC (Troodos) Who will endeavour to resolve the problem and respond in writing within 10 working days.</p>	<p>Formal Complaint to Housing Provider. (Telephone/Letter/E-mail/Fax) Complaint will be recorded and allocated a serial number. This stage is split into 2 levels.</p> <p>Level 1. Telephone Complaint. Complainant attempts to resolve the initial complaint through the Families Housing Manager. Who will endeavour to resolve the problem and respond within 10 working days.</p>
1 (B)	<p>Level 2. Written Complaint. If the complainant is dissatisfied with the HCSO response, he/she should write a formal complaint to the Deputy Garrison Commander and include a copy of the earlier response. The Garrison HQ is to acknowledge receipt of the complaint, which is then to be reviewed by the Garrison Housing</p>	<p>Level 2. Written Complaint. If the complainant is dissatisfied with the response, he/she should write a formal complaint to the Station Commander (or OC BFESU – Episkopi). Who will endeavour to resolve the problem and respond within 10 working days.</p>	<p>Level 2. Written Complaint. If the complainant is dissatisfied with the response, he/she should write a formal complaint to the Commanding Officer. Who will endeavour to resolve the problem and respond within 10 working days.</p>

	Review Panel (GHRP). The complainant is to be advised of its findings, in writing, within 10 working days of receipt of the complaint.		
2	<p>Formal Complaint to Higher Service Authority.</p> <p>If the complainant is dissatisfied with the GHRP response, he/she can write to: UKSC (G) SO2 G1 PS with copies of all previous correspondence. The complaint will be reviewed by the Command Housing Review Panel and the complainant advised in writing, within 10 working days of receipt of the complaint.</p>	<p>Formal Complaint to Higher Service Authority.</p> <p>If the complainant is dissatisfied with the Station Commander's response, he/she can write to: Comd Ops Support HQ BFC Episkopi BFPO 53 Who will endeavour to resolve the problem and respond in writing within 10 working days.</p>	<p>Formal Complaint to Higher Service Authority.</p> <p>If the complainant is dissatisfied with the Commanding Officer's response, he/she can request that the complaint is referred to: J1 Branch HQ BFGib Who will endeavour to resolve the problem and respond in writing within 10 working days.</p>
3	<p>Formal Complaint to Independent Housing Review Panel.</p> <p>Complaint referred to group of Housing Management experts including some drawn from outside Housing Providers and a member of the Complainant's Service. May be reviewed by each member independently and findings passed to Panel Chair who will respond to complainant within 15 working days.</p>	<p>Formal Complaint to Independent Housing Review Panel.</p> <p>Complaint referred to group of Housing Management experts including some drawn from outside Housing Providers and a member of the Complainant's Service. May be reviewed by each member independently and findings passed to Panel Chair who will respond to complainant within 15 working days.</p>	<p>Formal Complaint to Independent Housing Review Panel.</p> <p>Complaint referred to group of Housing Management experts including some drawn from outside Housing Providers and a member of the Complainant's Service. May be reviewed by each member independently and findings passed to Panel Chair who will respond to complainant within 15 working days.</p>

Notes:

1. Complaints in Germany involving repairs are referred initially to Defence Estates (Europe) (DE(E)). Referral to the Garrison Housing Review Panel will occur if resolution is not achieved and will commence at Stage 1 (B).
2. Separate procedures exist for complaints specifically about repairs.

