

# Formal Complaints Procedure

## Introduction

This formal complaints procedure has been established for the JRE Charity managing 11 almshouses.

It is intended to ensure compliance with Housing Ombudsman standards and provide all residents and stakeholders with a fair, transparent process for raising concerns.

The Charities Trustees aim to provide a good housing service and to resolve any issues quickly and fairly and if required reviewing policy and procedures.

## What is a Complaint

A complaint is when a Resident raises an issue they are not happy about:

- The condition of their home
- The actions or behavior of staff, trustees or contractor
- A failure to act

## Step 1: Informal Resolution

Should a concern arise, the complainant is encouraged to address it informally with the Clerk to the Trustees.

If the complaint is about the Clerk then a Trustee will take on the responsibility

The aim at this stage is to resolve issues quickly and amicably. Complaints may be submitted in person, via telephone, or in a letter or email.

## Step 2: Formal Complaint Submission

If the matter remains unresolved, a formal complaint may be submitted in writing (either by email or letter) to the Chair of Trustees.

The complainant is requested to provide a clear account of the concern, details of previous attempts at resolution, and the desired outcome.

Written acknowledgement of receipt will be provided within five working days.

### Step 3: Investigation and Response

The Chair or a nominated Trustee shall conduct a thorough investigation, consulting all relevant parties.

A written response outlining investigative findings and proposed actions will be issued within twenty working days.

### Step 4: Appeal Process

Should dissatisfaction persist, the complainant may submit a written appeal to the full Board of Trustees.

The Board will review the details and respond in writing within twenty working days. The Board's decision concludes the internal complaints process.

### Step 5: Referral to the Housing Ombudsman

Once the charity's complaints procedure has been completed, the complainant retains the right to refer the matter to the Housing Ombudsman.

Further information and contact details may be found at [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk).

The charity will fully cooperate with any investigation undertaken by the Ombudsman.

You can contact the Housing Ombudsman at any time in the process

### Record Keeping and Confidentiality

All complaints shall be recorded and treated as confidential in accordance with data protection legislation. Records will be maintained for monitoring and continual improvement purposes.

### Accessibility

Assistance will be provided to any individual requiring support to submit a complaint or requesting the procedure in an alternative format.

### Annual Review

This procedure will be reviewed annually and amended as necessary to ensure continued compliance with the Housing Ombudsman regulations.

Annual Review Date September 26