

Customer Complaints Policy

1. Introduction

- 1.1. Stoll believes that all customers and stakeholders have the right to express their views on how our services are managed; Stoll accepts that this may sometimes come in the form of a complaint.
- 1.2. Stoll is committed to encouraging customers and stakeholders to come forward with any complaints about the services delivered in order to make sure that quality is maintained and enhanced, and customers' needs are appropriately met.
- 1.3. Stoll is required by legislation and regulation to have a complaints policy. As such, we have reviewed this policy to ensure it:
 - Complies with the Housing Ombudsman scheme and complaint handling code.
 - Complies with the Social Housing Regulator's standards, including the Tenant Involvement and Empowerment standard.
 - Helps us to continually improve.

2. Scope and definitions

2.1. The Housing Ombudsman defines a complaint as:

"An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual Customer or group of Customers."

Matters that may lead to a complaint include when:

- We fail to meet our legal duties, promises or standards we have set.
- We do something wrong, poorly, or fail to do something we should.
- We are impolite or unhelpful.

2.2. A service request is a resident's request to take action on a specific issue, such as a repair or maintenance concern. If a service request is not properly addressed, it may escalate into a formal complaint. If a complaint is raised Stoll will not stop efforts to address the service request. Service requests will be monitored and reviewed on a regular basis.

2.3. We are unable to consider the following as complaints for handling under this policy:

- Instances where the complaint is made more than 12 months after the matter has come to the Customer's attention unless there are exceptional circumstances as to why the delay occurred.

- Matters that are being taken through Stoll's insurance claims procedure.
- Complaints made by one Stoll resident against another resident. Stoll has a separate Anti Social Behaviour policy to investigate such claims. However, we will investigate a complaint about how an ASB case or service request has been handled.
- Complaints submitted anonymously. In these circumstances we will investigate the matter as much as we can and implement any identified improvements.
- Where a complaint is already being dealt with as a complaint (unless there is new evidence/information provided regarding a closed complaint).
- Instances where the Customer refuses to engage.
- The complainant is vexatious or unreasonable, in line with our Managing Unacceptable Behaviour Policy.
- Complaints about an issue that is part of an ongoing legal matter, which has been initiated by the Customer or Stoll.
- Complaints about an outcome or judgment made by a court or tribunal.
- If we receive legal instruction or correspondence during the handling of a complaint, we reserve the right to hand over the case to our legal representative and write to inform the Customer the complaint is closed.

If Stoll decides not to accept a complaint or escalate a complaint, a detailed explanation must be provided to the Customer setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman.

Stoll will not take a blanket approach but deal with each complaint on its own merits.

2.4. A complaint does not need to be made in writing and can be made to us in a number of ways:

- By telephone to 020 7385 2110
- Online at: <https://www.stoll.org.uk/housing/for-residents/comments-complaints/>
- Face to face with any member of staff.
- By letter to: The Complaints Officer Stoll, 446 Fulham Road, London, SW6 1DT
- By email to: info@stoll.org.uk

2.4.1. A complaint submitted via third party or representative will still be handled in line with this policy. They can be represented or accompanied to any meetings.

2.4.2. When complaints are received by social media, they are acknowledged publicly on the channel. To maintain confidentiality and privacy, we do not discuss details on public channels. Customers are requested to provide further details by direct message or another private channel. Once contact has been made directly, complaints are handled as usual, in line with our policy.

2.4.3. Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.

2.5. The word 'complaint' does not have to be used for it to be logged and handled in line with the Complaints Procedure providing it meets the definition in 2.1 above.

2.6. Complaints are dealt with according to the following stages.

- Stage 1
- Stage 2 – an appeal against the outcome of a complaint at stage 1.

2.7. Further Options

If the Customer remains unhappy with the decision after Stage 2 of our process, they may request to have their complaint reviewed by a member of the Board of Trustees.

2.8. Customers who are tenants of a Stoll property may complain directly to the Independent Housing Ombudsman using the details below:

- Email info@housing-ombudsman.org.uk Telephone 0300 111 3000
- Online www.housing-ombudsman.org.uk
- Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

2.8.1. Complaining directly to the Independent Housing Ombudsman
Complainants have the right to contact the Housing Ombudsman throughout the handling of their complaint for guidance and support, and do not have to exhaust our complaints process before doing so. This affords the Customer the opportunity to engage with the Ombudsman's dispute support advisors for impartial advice.

2.8.2. Customers may also contact the Ombudsman if they are having issues accessing Stoll's complaints process, do not agree with a proposed extension period, or if we have not responded in line with our complaints policy. The Ombudsman does not investigate complaints before the complaints process has been completed but can take steps to encourage resolution.

2.9. Complaints made to the Chief Executive (CE)/Trustees

All letters, emails and telephone calls raising complaints with the CE or Trustees will be forwarded to the Complaints Officer to handle in line with the complaints policy. This approach helps to ensure that everyone receives an equal service and that no-one is able to bypass the complaints procedure.

3. Legislation and regulation

3.1. Listed below are the key regulatory standards and statutory Acts that have been acknowledged.

- Regulatory framework, including the Tenant Involvement and Empowerment Standard
- Housing Act 1996 (section 51, schedule 2)
- Housing Ombudsman Complaint Handling Code (updated 1 April 2024)
- General Data Protection Regulations 2018
- Data Protection Act 2018

3.2. Under the Data Protection Act 2018, General Data Protection Regulations 2018 and the Human Rights Act 1998, all personal and sensitive organisational information, however received, is treated as confidential, including:

- anything of a personal nature that is not a matter of public record about a customer or stakeholder
- sensitive organisational information

Officers will ensure that they only involve other agencies and share information with the consent of the Customer concerned, unless:

- Stoll is required to by law
- the information is necessary for the safeguarding of children and vulnerable adults.

4. Policy Objectives

4.1. The objectives of this policy are to:

- resolve complaints quickly and sensitively Be fair – treat people fairly and follow fair process, keeping the complainant updated with progress within published timescales.
- be objective – ensure that the complaint is dealt with impartially at every stage.

- be consistent.
- learn from outcomes – learn from complaints and use the information to improve services.
- resolve complaints at the first point of contact wherever possible.
- manage all complaints in an open and accountable way, keeping the complainant suitably informed throughout the process.
- provide an independent approach.
- put things right – work to put the customer back into the position they were in before the issue occurred. Acknowledge and apologise for any mistake or service failure, providing an explanation of what went wrong and where we (or a contractor working on our behalf) were at fault.
- offer remedies fairly that reflect the extent of any service failure and detriment caused.
- consider compensation appropriately, on the basis of statutory payments, quantifiable losses, or stress and inconvenience caused.
- monitor serious complaints at Board level.
- use complaints to help us improve our services and reduce the level of complaints in the future.

5. Implementation

5.1. To achieve the policy objectives, Stoll will:

- ensure that all customers and stakeholders know how to complain; complaints should be made within twelve months of the issue/incident. However, we understand there may be exceptional circumstances that may prevent a complaint being raised earlier and each case will be considered on its own merit.
- follow the complaints procedure fairly and consistently; whether the complaint is made in person, or through another.
- maintain the confidentiality of sensitive information at all times.
- make personal contact with complainants, ideally face to face or by telephone, to understand their complaint (complaint definition) and the outcome they are seeking.
- acknowledge and log all complaints in writing within five working days.
- aim to investigate and respond to Stage 1 complaints within ten working days from the date the complaint is logged. Where this is not practically possible, we will give reasons and agree new timescales with the complainant.
- aim to investigate and respond to Stage 2 complaints within twenty working days following receipt of the escalation request or agree new timetables where further investigation is required.
- ensure the complainant knows that they have twenty working days to respond to the outcome letter should they want to escalate the complaint to the next stage.
- support customers throughout the complaints process, who may bring someone to meetings if helpful, and connect them with other services that may offer additional support when needed.
- help access independent advocacy where the complainant lacks capacity to make the complaint or take part in the investigation and outcome.
- provide alternative avenues to seek support when the service requested is outside Stoll's remit where appropriate and where possible.
- ensure third parties deal with complaints in accordance with this policy.
- communicate that unreasonable or abusive complaints will be dealt with under the Managing Unacceptable Behaviour Policy.
- ensure that appropriate remedies are provided at any stage of the complaint.
- enable a complainant to request a review of their complaint by a member of the Board of Trustees.
- ensure best practice is maintained in line with the Housing Ombudsman's Complaint Handling Code.

- monitor and analyse complaints at senior management meetings.
- 5.2. If the complaint covers allegations of discrimination or abuse then the Harassment, Anti-social Behaviour and Safeguarding policies should be referred to.
 - 5.3. If the complaint covers discrimination, then the Equality and Diversity Policy should also be referred to.
 - 5.4. The Chair of the Housing Services Committee has lead responsibility at Trustee level for complaints. The Board of Trustees will monitor complaints.
 - 5.5. Any complaints made to third parties providing services on behalf of Stoll must be handled in line with the Housing Ombudsman's Complaint Handling Code.

6. Equality and diversity

- 6.1. Stoll is committed to giving our customers, staff and stakeholders the information they need in ways they can understand. It is our intention to produce clear written documents so that they can be understood by as many people as possible. We expect staff to be sensitive to the needs of Customers who cannot read, this includes having an awareness of the issues surrounding both illiteracy and dyslexia.
- 6.2. In the implementation of this policy Stoll will ensure that no-one is treated unfairly on the grounds of individual protected characteristics.
- 6.3. We may offer an adjusted service where necessary, for example to accommodate a specific health or vulnerability need.

7. Monitoring

- 7.1. High volumes of complaints are welcomed as a sign of a well-publicised and accessible complaints process. We use complaint feedback to improve the service we provide. All complaints received are reported to the Complaints Officer who monitor the progress and outcomes of the complaints and report to executive management meetings, where lessons learned can be disseminated through the teams.
- 7.2. The executive will report annually on the volume, trends, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders

The executive will produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:

- the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.
- a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept;
- any findings of non-compliance with this Code by the Ombudsman;
- the service improvements made as a result of the learning from complaints;
- any annual report about the landlord's performance from the Ombudsman; and
- any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.

7.3. Self-assessment

Stoll will conduct an annual assessment (or following a significant restructure and/or change in procedures) in light of the Housing Ombudsman Code to ensure complaint

handling remains appropriate. The results will be published on our website and in our Annual Report.

Self assessment will also be undertaken following a significant restructure, organisational change or following an Ombudsman investigation.

If Stoll is unable to comply with the Code due to exceptional circumstances, Stoll must inform the Ombudsman, provide information to residents who may be affected, and publish this on the website Stoll must provide a timescale for returning to compliance with the Code.

8. Scrutiny and Oversight

- 8.1. Stoll will promote a positive complaint handling culture and use complaints as a source of intelligence to learn, identify improvements and positive changes in service delivery.
- 8.2. Stoll will be transparent and accountable to its stakeholders, such as residents, staff and relevant committees, through regular reports and feedback.
- 8.3. Stoll will appoint a member of the Executive Team as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.
- 8.4. The Chair of the Housing Services Committee will have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints ('the MRC').
- 8.5. The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord's complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings.
- 8.6. As a minimum, the Housing Services Committee must receive:
 - regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance;
 - regular reviews of issues and trends arising from complaint handling;
 - regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings; and
 - annual complaints performance and service improvement report.
- 8.7. Stoll will have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:
 - have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;
 - take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and
 - act within the professional standards for engaging with complaints as set by any relevant professional body.

9. Communication and consultation

- 9.1. This policy is published on our website, together with guidance on how we will handle complaints. The complaints policy and procedure are also available on request from the Complaints Officer.

- 9.2. Language translation will be made available as appropriate for the customer.
- 9.3. Stoll will publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in handbooks, posters, online and as part of regular correspondence with Customers.
- 9.4. All housing policies are approved by the Housing Services Committee which includes two tenant members.

10. Governance

Effective from	22 May 2025	Review date	22 May 2026
Policy Owner	Sarah Berzon		
Policy Author	Sarah Berzon		
Approved by	Housing Services Committee		
Version control	V 5.0		

Version	Type of Change	Date	Revisions from previous issues
01	Review	2016	New policy
02	Review	2019	Revision of complaints stages Updated legal framework Include external process Addition of Trustee monitoring
03	Review	2022	Revision in accordance with the Housing Ombudsman's Complaint's Code 2022
04	Review	2024	Revision in accordance with the Housing Ombudsman's Complaint's Code 2024
05	Review	2025	Revision following feedback from the Housing Ombudsman