

Customer First Complaints Handbook



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Compliments, complaints and compensation

We want to hear your views about service, whether it is a compliment or a complaint

Customer First Learning Specialist

As a Customer First organisation, LHP puts its customer at the heart of its decision-making process. This ensures that services are developed and built around the customer's needs.

The role of Customer First Learning Specialist provides the opportunity for this emphasis to be felt by customers in every interaction with us, driving up customer satisfaction and ensuring that we invest our money where it has the greatest impact.

The Customer First Learning Specialist leads on the LHP Customer Complaints Process and delivers a Customer First approach to complaints and learning outcomes.

The role focuses on delivering a response to complaints that:

- Achieves customer satisfaction
- Meets advertised timelines
- Meets quality standards
- Continues to improve our services through learning and the implementation of outcomes across services

Compliments & Complaints

Compliment

If you are pleased with any part of the service you receive, please let us know and we will use this information to thank our employees.

Complaint

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by LHP, its staff or those acting on behalf of LHP, affecting an individual resident or customer or group of residents or customers.

A complaint is not a report or request for a service, an anti-social behaviour complaint, an enquiry about a service or a claim for compensation.

For information about making a claim for compensation, please see **page 9** of this leaflet.

Who can make a complaint?

Anyone can make a complaint including residents, leaseholders, shared owners and non-residents.

You can also make a complaint via a friend or family member, your local councillor, MP, a solicitor or a recognised designated panel.

Need help making a complaint?

We will be happy to help you complete a complaint form. However, there are also other independent local agencies available to assist you, for example the Citizen's Advice or AgeUK.

Please remember that we will need your written permission to discuss your complaint with a third party.

How to make a complaint

-  0345 604 1472
-  lincolnshirehp.com
-  complaints@lincolnshirehp.com
-  @lincolnshirehp
-  @LincolnshireHP

Complaints can also be made in person at any of our LHP offices or via one of our employees.

You can also request a complaint or claim for compensation form and freepost envelope from us which we will post directly to you.



How we deal with your complaint

Early Resolution Complaints

We will try to resolve your complaint as soon as we are made aware of any problems. In some instances, we may need to refer your complaint to another team or relevant department who have three working days to respond to you.

Your complaint will be recorded immediately, along with the steps taken to put it right.



Stage 1 Investigation by manager

If we have not resolved your complaint to your satisfaction within three working days, you can make a formal complaint using any contact method of your choice.

We need to know:

- Your name
- Your address
- The date of your complaint
- Details of your complaint
- What you consider needs to be done to put things right.

Once we receive this information, we will:

- Immediately record your complaint and acknowledge via letter that we have received it
- Contact you by phone within two working days to discuss your complaint
- Provide you with a detailed response, including learning outcomes where

- appropriate, within 10 working days of receiving your complaint. Sometimes we may need extra time in order to investigate and respond to your complaint appropriately. We will contact you if your complaint response deadline needs to be extended
- If we do not hear from you within 28 working days of our detailed response, you will be sent a closing letter informing you where appropriate of the completion of any actions and/or learning outcomes
- If you are not satisfied with our response, you can contact us to discuss escalating your complaint to the next stage

Stage 2 Investigation by Head of Service

If you feel that we have not been able to satisfy your complaint at Stage 1, you should contact us to request an escalation of your complaint within 28 working days of receiving our detailed response.

We need to know:

- Your name
- Your address
- The date of your complaint
- Details of your complaint
- What you consider needs to be done to put things right.

Once we receive this information, we will:

- Immediately record your complaint and acknowledge via letter that we have received it
- Contact you by phone two working days later to discuss your complaint
- Provide you with a detailed response, including learning outcomes where appropriate, within 20 working days of receiving your complaint
- If we do not hear from you within 28 working days of our detailed response, you will be sent a

closing letter informing you, where appropriate, of the completion of any actions and/or learning outcomes

How do we learn from complaints?

We take all complaints very seriously.

Complaints are investigated on an individual basis. When we identify any learning outcomes from complaints, we share these with employees, partners and customers and we put in place an improvement plan to stop these mistakes from happening again.

All complaints are monitored on a monthly basis by our senior managers to identify any areas where improvements can be made, as well as being regularly reported to our Board. Any learning outcomes we identify will be published on our website (www.lincolnshirehp.com), in the Our House, Your Home magazine and in our Annual Report to customers.

Taking your complaint further

If you are not satisfied with your complaint handling or need any support or guidance, you can contact the Housing Ombudsman's Dispute Resolution Team at any point of your complaint.

You can also refer your case to either a recognised designated person or the Leasehold Advisory Service.

If you have completed our complaint stages and remain unsatisfied, you can wait 8 weeks and contact the Housing Ombudsman who may open an investigation case into your complaint. The Housing Ombudsman contact details, along with other useful contacts, are available on **page 12** of this leaflet.

A designated person is either:

- Your local Member of Parliament (MP)
- Your local councillor
- A recognised tenant panel



Making a claim for compensation

We will offer compensation when our level of service drops below an acceptable standard. Areas covered by our compensation policy include:

- Failure to deliver a service to its specified standard
- Failure to carry out emergency or urgent repairs within an agreed timescale
- A tenant has carried out a qualifying improvement to their home with our permission and is moving
- A tenant or leaseholder needs to move from their home either permanently or temporary at our request
- Damage or financial loss caused by the actions of our employees or contractors

Our compensation policy is available at www.lincolnshirehp.com

To make a compensation claim, we will need to know:

- Your name
- Your address
- The date of your claim
- Details of your claim
- The sum you would like to claim compensation for

We advise that you keep any damaged property until the claim is resolved and provide us with any receipts or quotes to evidence the sum for which you wish to claim.

Once we receive this information, we will:

- Record your claim and confirm in writing that we have received it within three working days
- Respond to your claim within 10 working days of the receipt of the claim
- If compensation is authorised, your rent account will be checked. Claims for compensation will only be paid directly to you if you have a clear rent account. If not, the amount payable will be credited to your rent account.
- All compensation payable will be made within 28 days of receiving your claim.

If you are not satisfied with the response to your claim, you should appeal the decision using our complaints process.

Code of Conduct

When dealing with your complaint, we promise to:

- View the service from your point of view
- Be polite, empathetic, fair and consistent
- Be solution-orientated
- Keep complaints confidential
- Make sure that making a complaint does not jeopardise any other service you receive
- Investigate your complaint thoroughly and respond in full and within agreed timelines

When making a complaint, we would like you to:

- Treat our staff with respect
- Allow us sufficient time to respond in line with our service standards and not make an unreasonable amount of contact
- Co-operate with us during investigations following our complaints process
- If something else has gone wrong whilst your complaint is being addressed, please raise this as a new complaint
- Not to pursue a complaint through different LHP employees or advocates but use the complaints process as the direct line of contact. If we feel that a customer's behaviour is being disruptive, we will follow our policies and look at imposing restrictions on customers contact with us.



Useful contacts

Age UK Lincoln and South Lincolnshire

Chantry House, 3 Lincoln Lane,
Boston, PE21 8RU
✉ info@ageukls.org.uk

Age UK North East Lincolnshire

27 Osborne Street, Grimsby, DN31 1EY
20 Wardell Street, Cleethorpes, DN35 8HA
☎ 01472 344 976
✉ admin@ageuknelincs.org.uk
🌐 www.ageuk.org.uk/northeastlincs

Age UK Lindsey

The Old School House, Manor House
Street, Horncastle, LN9 5HF
☎ 01507 524 242
✉ info@ageuklindsey.co.uk
🌐 www.ageuk.org.uk/lindsey

Citizens Advice

Mid Lincs: Municipal Buildings, West
Street Boston, PE21 8QR

North East Lincs: Melbourne House 16
Town Hall Street, Grimsby, DN31 1HZ

Lindsey: Unit 1 Merdian House, 41
Eastgate Louth, LN11 9NH

☎ 03444 111 444
🌐 www.citizensadvice.org.uk

Financial Ombudsman Service

Exchange Tower, London, E14 9SR
☎ 0800 023 4567
🌐 www.financialombudsman.org.uk

Regulator of Social Housing

Referrals and Regulatory Enquiries
Team, 1st Floor - Lateral, 8 City Walk,
Leeds, LS11 9AT
☎ 0300 124 5225
✉ enquiries@rsh.gov.uk

Housing Ombudsman Service

PO Box 152, Liverpool, L33 7WQ
☎ 0300 111 3000
✉ info@housing-ombudsman.org.uk
🌐 www.housing-ombudsman.org.uk

MP at the House of Commons

Westminster, London, SW1A 0AA
☎ 020 7219 3000
✉ findyourmp.parliament.uk

Recognised Designated Panel

c/o Customer First Learning Specialist,
LHP, Westgate Park, Charlton Street,
Grimsby, DN31 1SQ
☎ 0345 604 1472
✉ complaints@lincolnshirehp.com
🌐 www.lincolnshirehp.com



Find your local councillors

Boston Borough Council

Municipal Buildings, West Street,
Boston, PE21 8QR
☎ 01205 314200
✉ info@boston.gov.uk
🌐 www.boston.gov.uk

East Lindsey

Tedder Hall, Manby Park, Louth, LN11
8UP
☎ 01507 601111
✉ customerservices@e-lindsey.gov.uk
🌐 www.e-lindsey.gov.uk

North East Lincolnshire

Democratic Services, Municipal Offices,
Town Hall Square, Grimsby, DN31 1HU
☎ 01472 324121
✉ democracy@nelincs.gov.uk
🌐 www.nelincs.gov.uk

If you would like to receive this information in another language or in another format such as large print, Braille or audio, please contact LHP's Communications Team on 0345 604 1472 or email communications@lincolnshirehp.com

This leaflet provides you with information on how to make a complaint or compliment. If you would like it translated into your own language please let us know by calling us on 0345 604 1472, through our website lincolnshirehp.com or at one of our offices.

Bulgarian

Тази листовка ви предоставя информация за това как да направите жалба или комплимент. Ако искате да бъде преведен на вашия собствен език, моля, уведомете ни, като ни се обадите на 0345 604 1472, чрез нашия уебсайт lincolnshirehp.com или в някой от нашите офиси.

Latvian

Šajā brošūrā ir sniegta informācija par to, kā iesniegt sūdzību vai izteikt komplimentus. Ja vēlaties, lai tas tiktu tulkots jūsu valodā, lūdzu, informējiet mūs, zvanot mums pa tālruni 0345 604 1472, izmantojot mūsu vietni lincolnshirehp.com vai kādā no mūsu birojiem.

Lithuanian

Šiame lankstinuke pateikiama informacija, kaip pateikti skundą ar komplimentus. Jei norite, kad jis būtų išverstas į jūsų gimtąją kalbą, praneškite mums mums paskambinę telefonu 0345 604 1472, per mūsų svetainę lincolnshirehp.com arba viename iš mūsų biurų.

Polish

Ta ulotka zawiera informacje, jak złożyć skargę lub pochwałę. Jeśli chcesz, aby zostało przetłumaczone na swój język, daj nam znać, dzwoniąc pod numer 0345 604 1472, za pośrednictwem naszej strony internetowej lincolnshirehp.com lub w jednym z naszych biur.

Portuguese

Este folheto fornece informações sobre como fazer uma reclamação ou elogio. Se desejar que seja traduzido para o seu idioma, informe-nos ligando para 0345 604 1472, por meio de nosso site lincolnshirehp.com ou em um de nossos escritórios.

Romanian





Acest prospect vă oferă informații despre cum să faceți o reclamație sau un compliment. Dacă doriți să fie tradus în propria limbă, vă rugăm să ne anunțați sunați-ne la 0345 604 1472, prin intermediul site-ului nostru lincolnshirehp.com sau la unul dintre birourile noastre.

Russian

Этот буклет содержит информацию о том, как подать жалобу или сделать комплимент. Если вы хотите, чтобы он был переведен на ваш родной язык, сообщите нам об этом по телефону 0345 604 1472, через наш веб-сайт lincolnshirehp.com или в одном из наших офисов.



Contact us

-  0345 604 1472
-  info@lincolnshirehp.com
-  [@lincolnshirehp](https://twitter.com/lincolnshirehp)
-  [@LincolnshireHP](https://www.facebook.com/LincolnshireHP)

Write to us

- | | |
|-----------------|----------------|
| Westgate Park | Chantry House |
| Charlton Street | 3 Lincoln Lane |
| Grimsby | Boston |
| DN31 1SQ | PE21 8RU |

Lincolnshire Housing Partnership Limited is registered as a charitable Community Benefit Society under the Co-operative and Community Benefit Societies Act 2014 with registered number: 7748.

Registered Office: Westgate Park, Charlton Street, Grimsby North East Lincolnshire, DN31 1SQ