



Complaints Handbook

Everything you need to know about making a complaint

Service requests, complaints, compensation, and compliments

What is a service request?

A service request is a report or request for a service, an anti-social behaviour complaint, an enquiry about a service or a claim for compensation.

What is a complaint?

A complaint is when you tell us that you're unsatisfied with LHP. This could be because:

- You feel the standard of service provided to you was poor
- The actions, or lack of action, taken by LHP or its staff, or those acting on behalf of LHP.

A complaint can be about anything affecting an individual resident or customer, or group of residents or customers.

What is a request for compensation?

A request for compensation is when you feel that our level of service drops below an acceptable standard, and we should make this right financially. You can read more about requesting for compensation on page 9.

What is a compliment?

A compliment is when you're pleased with any part of the service you receive. If you've had a good experience, please let us know and we will use this information to thank our employees.

About complaints

Who deals with my complaint?

If you're unsatisfied with the service provided by LHP, you can make a complaint to our customer experience team.

All of the complaints LHP receive are handled in line with the Housing Ombudsman Service's Complaint Handling Code.

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.

Making a complaint

Need help making a complaint?

We're always happy to help you complete a complaint form and guide you through the process. However, there are also other independent local agencies available to assist you. If you want external support, examples include [Citizen's Advice](#) or [AgeUK](#). Please remember that we will need your written permission to discuss your complaint with a third party.

How do I make a complaint?

You can make a complaint via:



Email us at info@lincolnshirehp.com



Contact us via the **myLHP** app



Message us on Facebook via [@LincolnshireHP](https://www.facebook.com/LincolnshireHP)



Live chat on our website at [lincolnshirehp.com](https://www.lincolnshirehp.com)



Message us on WhatsApp on **0345 604 1472**

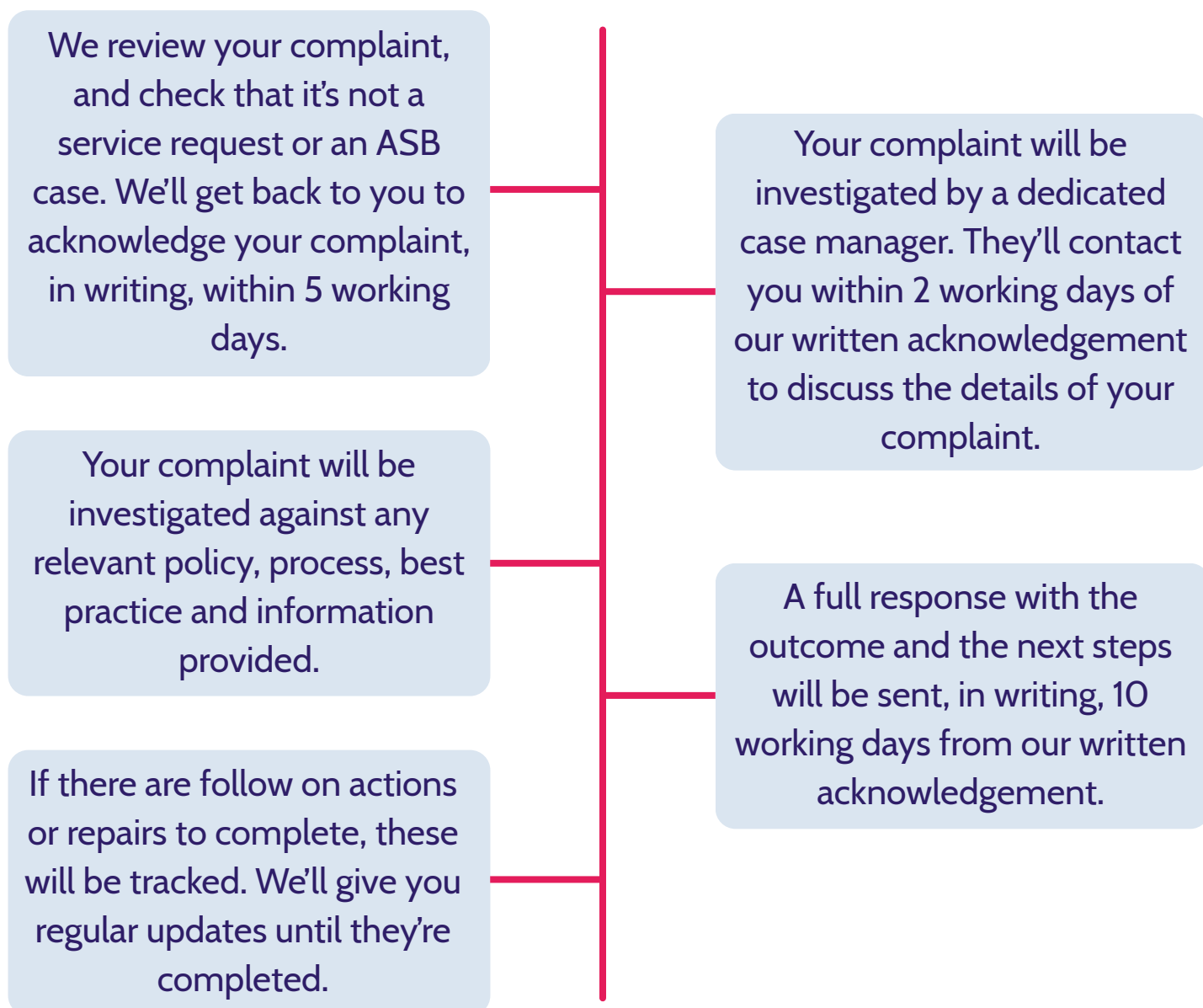


Call us on **0345 604 1472**

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

We have a 2 stage complaints process. When you make a complaint, it will first go through **Stage 1**:



If you're still unhappy with after the Stage 1 process has been completed, you can request to escalate your complaint to Stage 2.

This process reviews the investigation itself and the actions we took during Stage 1 against our policies to make sure your complaint has been handled fairly and transparently.

How we deal with your complaint

Stage 2

After your complaint is escalated, it is reviewed against the information you originally gave and the details of the stage 1 complaint.

If the complaint escalation is accepted, an acknowledgement of stage 2 investigation will be sent in writing 5 working days from escalation receipt.

Your stage 1 complaint will be reviewed against our complaints policy and any other relevant policies, processes and information provided.

If there are follow on actions/repairs to complete, these will be tracked and regular updates provided until completion.

If we've provided our final response, you will be notified in writing, within 5 working days of us receiving your escalation with the next steps - the escalation route to the Housing Ombudsman.

Your complaint will be investigated by a dedicated case manager senior to the stage 1 investigator.

A full response with outcome and next steps will be sent in writing 20 working days from acknowledgement.

Taking your complaint further

If you're not satisfied with how your complaint has been handled, or you just need some support or guidance relating to a complaint, the Housing Ombudsman is available to help. You can contact the Housing Ombudsman's Dispute Resolution Team at any point of your complaint.

Housing
Ombudsman Service

<https://www.housing-ombudsman.org.uk/>



If you prefer, you can refer your case to a recognised designated person, or get support from the Leasehold Advisory Service.

A designated person is either:

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

If you have been through both stages of our complaints process and are still unsatisfied, after 8 weeks you can contact the Housing Ombudsman who may open an investigation case into your complaint.

Code of conduct

When dealing with your complaint, we promise to:

- Look at things from your point of view
- Be polite, empathetic, fair and consistent
- Look for answers and solutions
- Keep your complaint private and confidential
- Make sure that your complaint doesn't mean you are treated unfairly in any other way
- Investigate your complaint thoroughly, respond in full, and within agreed timelines

In return, we kindly ask that when you are making a complaint, we would like you to:

- Treat our staff with respect
- Allow us enough time to respond in line with our service standards and not keep contacting us while we investigate the complaint
- 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 - use the complaints process as the direct line of contact.

Please remember, if we feel that a customer's behaviour is being disruptive, we will follow our policies and look at imposing restrictions on that customers contact with us.

Claiming for compensation

Unfortunately sometimes, our level of service might drop below and acceptable standard. When this happens, you are entitled to claim for compensation.

Some examples of when you can claim for compensation include:

- If we fail to deliver a service to its specified standard
- If we fail to carry out emergency or urgent repairs within an agreed timescale
- If you have carried out a qualifying improvement to your home, with our permission, and are now moving
- A tenant or leaseholder needs to move from their home either permanently or temporarily 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.



Claiming for compensation

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.

About our Customer Complaints Panel

The customer complaint panel meets every quarter to look at how complaints are performing, identify common themes from customer feedback, and understand how insights from complaints are driving improvements across LHP's services.

Our panel says:

"Being a part of the customer complaint panel has given us a real understanding of how complaints are handled, who the team are, how they work and how investigations are carried out fairly."

"The panel meetings have challenged some of our preconceptions and given us brilliant insight and a much deeper understanding of LHP's processes."

"As involved customers, we know our feedback helps improve the business, makes services better and holds the organisation to account."

"Most importantly, it's built our confidence and faith in the process, and we'd encourage other customers to get involved and have their voice make a difference too."

We're looking for a mix of customers who have an interest in getting involved – including those who have never been involved before, and customers with a disability to ensure we are meeting a range of customer needs. You'll work together with other like-minded customers to help improve things for everyone.

Interested? Visit **YourVoice** to find out more.





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





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