



# Complaints and Compliments

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## Complaints

Complaints are very important to us; they help us to improve our service and offer us the opportunity to learn when things go wrong.

If something does go wrong, we will apologise, investigate what happened and work with the customer to make it right.

Gentoo has a independent Customer Voice Team who investigate and respond to customer complaints.

## What is a complaint?

A complaint is defined as ‘an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents’.

## Own it, fix it

Before logging a customer’s concern as a complaint, we will consider if the concern is suitable for the complaints process, there may be other routes available to resolve a customer’s concern quickly. A customer does not have to use the word ‘complaint’ for it to be dealt with as such, however some concerns can be dealt with promptly and informally. These are recorded as an ‘own it, fix it’ and are primarily dealt with by a service area.

If further enquiries are needed to resolve the matter, or if the customer requests it, the concern will be logged as a complaint and passed onto The Customer Voice Team to investigate.

## Exclusions

There are some exclusions to our complaints procedure, for example, anti-social behaviour is not considered a complaint and will be dealt with in line with the anti-social behaviour procedure. Please refer to the complaints policy for further information.

## Compliments

Compliments are equally important to us; we aim to recognise the good work of our colleagues and contractors, we offer individual feedback to colleagues when a compliment is received.

We welcome feedback and compliments from our customers, we use this information to help shape the services we deliver.

## How to give us feedback

Customers can raise a complaint or compliment by:

- Emailing us at **Feedback@gentooogroup.com**
- Speaking to any colleague either in person, by telephone or email
- Submitting an online form through our website
- Contacting us via social media
- Writing to us at **Customer Voice Team, Gentoo Group, Emperor House, Sunderland, SR3 3XR.**



# Raising a complaint

## Formal complaints process

The team will assess if a concern is suitable for the complaints process or if it should be passed to another service area to action and respond.

### Stage 1 complaints

- We will assign the complaint to a Customer Voice Partner
- The Customer Voice Partner will acknowledge receipt of the complaint within 5 working days from the date the complaint is received.
- The complaint acknowledgment will be confirmed in writing and the customer will be given a unique complaint reference number
- To help us define the complaint or if it is unclear, the customer may be asked what they are unhappy with, the reasons why they are unhappy and what we can do to resolve their complaint
- We will aim to respond fully within 10 working days of the complaint being acknowledged
- If the complaint cannot be resolved within 10 working days or less, The Customer Voice Partner will agree a mutually agreed resolution date with the customer (MARD)
- The Customer Voice Partner will provide a written response to the customer. The Customer Voice Partner will provide the customer with appeal details. The customer has 15 working days to request an appeal

## Stage 2 complaints

- These are escalated from stage 1 if all or part of the complaint is not resolved to the customer's satisfaction
- These complaints will be dealt with by a Customer Voice Lead or a Senior Manager from the relevant service area
- The Customer Voice Lead or Senior Manager will acknowledge receipt of the complaint escalation within 5 working days from the date the complaint appeal is received. The complaint appeal will be acknowledged in writing and the customer will be given a new unique complaint reference number
- We will aim to respond fully within 20 working days of the complaint appeal being acknowledged
- If the complaint cannot be resolved within 20 working days or less, a mutually agreed resolution date (MARD) will be agreed with the customer
- The Customer Voice Lead or Senior Manager will provide a written response to the customer
- The internal complaints process is now complete, if the customer remains unhappy with the outcome, they can contact the relevant Ombudsman Service

Customers may access The Housing Ombudsman Service for advice at any point throughout their complaint.

Customers are offered a copy of the full complaints policy at both stages within their complaint.

Customers can contact The Housing Ombudsman by visiting **[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)**

To view all of the Gento policies, please visit **[www.gentogroup.com/documents-and-policies](http://www.gentogroup.com/documents-and-policies)**



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