

PINECREST HOUSING LIMITED (PHL)

COMPLAINTS POLICY

Everyone at PHL is responsible for delivering our service. When something goes wrong, the way we respond to any complaint will reflect our values.

- We welcome complaints and consider them as an opportunity for improvement.
- If tenants say they are unhappy with a service – we accept that they are.
- We will listen and discuss complaints with our tenants, avoiding standard letters.
- We will ask and understand what a tenant wants from their complaint and respond appropriately.
- We will deliver a consistently high standard across all our teams in how we deal with complaints.
- Staff are empowered and confident to respond to complaints and will consistently provide a high standard of service.

Introduction

PHL provides high quality services to its tenants but we recognise that sometimes the service may fall short of expectations and tenants may receive a less than satisfactory service.

Satisfaction is a key measure of service quality and we treat complaints seriously and aim to learn from our service failures. Where a service has not been provided satisfactorily or we have got something wrong we will identify the problem, put it right, apologise and improve the way we do things.

Understanding and responding to tenants

We will make sure that everyone is treated fairly and without discrimination. We will promote inclusion and challenge discrimination and we will ensure that everyone can access our services and that no one is excluded inappropriately from any services or activities provided by PHL.

What is a complaint?

A Complaint is when a PHL tenant contacts us to tell us that they are dissatisfied with a service that we have provided or the way in which the service was delivered. A complaint is separate from an enquiry or a request.

An Enquiry is when a tenant contacts us to ask us something about their home or tenancy. For example, a tenant might ask for information about their rent account or to clarify details on their rent statement. This is not a complaint. If we fail to provide this information then this could become a complaint.

A Request is when a tenant contacts us to ask us to do something to their home or tenancy. For example, a tenant may ask for a repair to their home. This is not a complaint. If we fail to carry out that repair this may become a complaint.

Reports of neighbour nuisance and anti-social behaviour are treated as requests for assistance, not as complaints about our service. These will be dealt with through our anti-social behaviour policy. However, if we fail to deal with the anti-social behaviour or the tenant does not feel we have dealt with it or are dealing with it properly, then this may become a complaint.

Making a complaint

A tenant can make a complaint in any way – verbally or in writing.

Who will respond to a complaint?

Complaints made in person, by letter by email, telephone or text will be logged immediately by our team. Where possible, the complaint will be dealt with there and then and a report issued to the CEO

Where immediate resolution is not possible, the complaint will be passed to the senior manager who can best respond to it and make sure the issues raised are addressed. The senior manager responsible for dealing with the complaint shall as soon as practicable issue a report and recommendations to the CEO for approval.

What happens when a complaint is received?

When a complaint is received, the person receiving the complaint will listen, ask and understand what the tenant wants from making the complaint and agree with them what we will do and by when.

Where possible, a complaint will be resolved at the time it is received. If a complaint needs further investigation then we will explain who is dealing with the complaint and will provide a full response within five working days.

If a complaint is likely to take longer than five days to resolve, we will explain what is happening and the expected timescale for what actions are planned. We will regularly contact the tenant to keep them informed of our actions until the complaint is closed.

Upon receipt of the relevant report, the CEO will discuss internally and confirm what specific action is to be taken. The CEO will make sure that any necessary changes are made to how the service is delivered following a justified complaint.

What we will do if something goes wrong

We will respond positively when we have got something wrong. Our response can take a range of forms such as a sincere apology, a customer service gesture and in certain circumstances a compensation payment.

Persistent, frivolous or vexatious complaints

On some occasions we will receive complaints which may be frivolous or vexatious and where it is not possible to reach a reasonable solution or where the complainant will not accept a reasonable solution. Such complaints may be as a result of someone being difficult and unreasonable or ‘vexatious’ but may also be due to a medical condition, mental illness or learning difficult which makes effective communication difficult. Being persistent in trying to resolve an issue or a complaint is not in itself vexatious and we will assess each case individually.

If we consider a complaint may be vexatious, we will carry out an assessment and liaise closely with any support/external agencies involved. A senior manager will then agree with the service manager how to deal with the situation based on the individual circumstances. We may apply a

different means of communicating with the tenant having considered their individual circumstances.

Learning from complaints

We aim to learn from complaints and use this information to improve what we do. When something changes as a result of a complaint we will inform the tenant of what has been changed and also publish a regular update on our website about how we are using complaints to improve services.

Disputes

If, having exhausted our complaints procedures, a tenant is still dissatisfied, they can take their complaint to the Housing Ombudsman Service.

When a complaint reaches the Housing Ombudsman Service (HOS) they will decide if it is appropriate for them to consider the complaint. They will usually only consider investigating a case brought to them from tenants of landlords and managing agents who receive services directly and if the tenant has already been through our complaints process.

Housing Ombudsman Service, 81 Aldwych, London WC2B 4HN

Tel: 0300 111 3000

E-mail: info@housing-ombudsman.org.uk

Policy Review

We will review this policy at least once every two years to make sure it remains relevant and accurate. Our reviews will take account of customer complaints, stakeholder feedback, and changes in legislation, regulation or sector best practice.

Version	Checked By	Amendments	Approved By	Date of Approval	Published by	Date of Review
Q4 2025	CEO		Board	[Date]	CEO	October 2026