

Complaints Handling Procedure

In accordance with the Housing Ombudsman Complaints Handling Code

1. Introduction

V&F Homes is dedicated to providing high-quality housing services to all our residents. We recognise that sometimes we may not meet your expectations, and we are committed to addressing any concerns you may have. Our complaints handling procedure is designed to ensure that every complaint is dealt with promptly, fairly, and effectively in accordance with the Housing Ombudsman's Complaints Handling Code.

2. Purpose

The purpose of this procedure is to provide a clear framework for handling complaints, ensuring transparency and accountability. We aim to use the feedback provided through complaints to improve our services and enhance customer satisfaction.

3. What Is a Complaint?

We define a complaint as any expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by V&F Homes, its staff, or those acting on its behalf, affecting an individual resident or group of residents.

4. How to Make a Complaint

Residents can make a complaint through the following channels:

- Email: complaint@vandfhomes.com
- Phone: 0203 837 3760
- Post: V&F Homes Complaints Team, 24 Haymarket, London SW1Y 4DG
- Online: Submit a complaint through our website's complaints form.

We are committed to making our complaints process accessible. If you need assistance in making a complaint or require information in a different format, please contact us.

5. Complaints Process

Stage 1: Initial Complaint

- Acknowledge receipt within 5 working days.
- Investigate the issue and aim to provide a full response within 10 working days.
- If more time is required, we will inform you and provide an update.

We aim to resolve complaints at this stage. Our response will include a clear explanation of our findings and any proposed resolution.

Stage 2: Escalation

- Acknowledge your escalation request within 5 working days.
- Conduct a thorough review and provide a response within 20 working days.

Stage 3: Housing Ombudsman

If you remain dissatisfied after the internal process, you have the right to refer your complaint to the Housing Ombudsman:

- Website: www.housing-ombudsman.org.uk
- Phone: 0300 111 3000
- Email: info@housing-ombudsman.org.uk

6. Learning and Continuous Improvement

V&F Homes is committed to learning from complaints to improve our services. We analyse complaints data annually to identify trends and areas for improvement. The findings are shared with residents and staff to ensure transparency and drive service enhancements.

7. Monitoring and Reporting

We will publish an annual complaints report detailing the number and types of complaints received, outcomes and resolution times, and improvements made as a result of complaints. This report will be accessible to residents via our website and available upon request.

8. Accessibility

We are committed to ensuring our complaints procedure is accessible to all residents. We offer assistance to those who may face barriers in making a complaint, such as language support, large-print documents, or other reasonable adjustments.

9. Confidentiality and Data Protection

All complaints will be handled in accordance with data protection laws. Your personal information will be kept confidential and used only for the purpose of investigating and resolving your complaint.