

Complaints Policy

V&F Homes — Fair, Transparent, Accessible

1. Introduction

We are committed to providing high-quality services to all our customers. However, we recognise that sometimes things can go wrong. This policy outlines our approach to handling complaints and the steps we take to ensure that issues are resolved fairly and promptly.

2. Definition of a Complaint

A complaint is any expression of dissatisfaction about the quality of service provided by us, our staff, or contractors acting on our behalf. It could involve:

- A failure to provide a service
- Poor customer service or behaviour of staff
- Delays or missed appointments
- Failure to meet obligations under a policy or contract

3. Who Can Complain

Anyone directly affected by the actions of our services can make a complaint. This includes tenants, leaseholders, shared owners, residents, and other customers.

4. How to Make a Complaint

Complaints can be made in the following ways:

- In writing (letter or email)
- By phone
- Online via our website
- In person at one of our offices

We aim to acknowledge complaints within 2 working days and provide a full response within 10 working days. If additional time is needed to investigate, we will inform the complainant of the delay and expected resolution date.

5. Stages of the Complaints Process

Stage 1: Initial Complaint

When a complaint is received, it will be assessed and handled by a relevant team member. We will provide an initial response, addressing the issue and outlining any steps that will be taken to resolve it.

Stage 2: Formal Investigation

If the complainant is not satisfied with the initial response, they can request a formal investigation. A manager or designated officer will then conduct an in-depth review of the case and provide a detailed response.

Stage 3: Escalation

If the complainant remains dissatisfied with the outcome of the formal investigation, they may request that the case be escalated to a senior officer or our complaints panel for further review. A final decision will be communicated to the complainant within 20 working days.

6. Time Limits for Complaints

Complaints should be raised within 6 months of the incident or service failure. We may extend this time limit under exceptional circumstances, but complaints outside this timeframe will generally not be considered.

7. Learning from Complaints

We treat complaints as an opportunity to improve. Lessons learned from complaints will be shared internally, and where appropriate, service changes will be made to prevent similar issues from recurring.

8. Unacceptable Behaviour

While we strive to resolve all complaints, we ask that complainants engage with us in a respectful manner. We reserve the right to restrict contact with individuals who display abusive or unreasonable behaviour.

9. Right to Independent Review

If the complainant remains dissatisfied after exhausting our internal procedures, they have the right to refer their complaint to an external body, such as the Housing Ombudsman, for an independent review.

10. Escalation to Stage 2

If the complainant is unsatisfied with the response at Stage 1, they can escalate the complaint by emailing Charles@vandfhomes.com, or by post, website or phone to Charles Vaughan, who will review it and respond within 10 working days.

11. Compensation

If service failures are acknowledged, compensation may be provided for distress, inconvenience, or failed/missed appointments.

12. Accessibility

We offer multiple ways for residents to file complaints, including online forms, phone, or postal service, ensuring accessibility for people with disabilities.

13. Contact Information

- Phone: 0203 837 3760
- Email: complaint@vandfhomes.com
- Website: www.vandfhomes.com
- Office address: V&F Homes, 24 Haymarket, London SW1Y 4DG