


Complaints Resolution policy 2023

Responsibility:	Head of Customer Resolutions	
Approved by:	Moat Board	
Approval Date:	31 March 2023	
Review Date:	31 March 2026	

Complaints Resolution Policy

Summary

The purpose of this policy is to assure you that we care about getting things right for our customers and have a structured process in place so that we consider complaints or service failures in a fair, consistent, open and impartial way in accordance with the Housing Ombudsman's Complaint Handling Code.

Introduction

1. We really value your feedback; we know it takes your time which is precious. This policy explains how we will respond when you raise complaints with us.
2. When you raise your complaint, you deserve only the highest standards, so we make sure we meet the Housing Ombudsman Complaint Handling Code and the Regulator of Social Housing's consumer standards as they ensure we do right by you.
3. We define a complaint as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by us, our colleagues, or those acting on our behalf, affecting you or a group of customers.

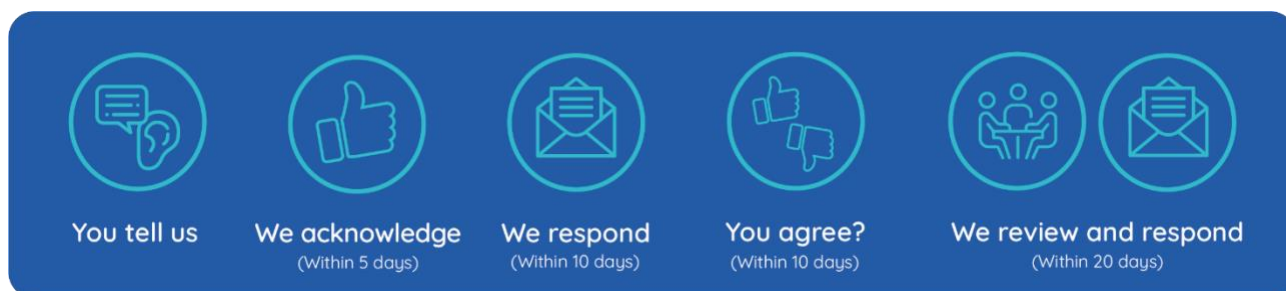
How to make a complaint

4. It would be great if you could let us know straight away when there is a problem, so we can get back on track quickly. You can contact us:
 - by telephone: 0300 323 0011
 - by email complaints@moat.co.uk
 - on our online portal [myMoat](#)
 - on web chat [Moat | Contact us](#)
 - by making a complaint in person to any Moat employee
 - writing to us at: Moat, Mariner House, Galleon Boulevard, Dartford DA2 6QE
5. If you would like to talk to us through social media, please remember that our pages are public. We want to keep your personal data safe so we might recommend that we switch to a safer channel. We will still communicate digitally if that's what you prefer.
6. As long as you agree, we will accept complaints from anyone acting on your behalf. For example, this could be family members, MPs and other organisations such as the Royal National Institute of Blind people (RNIB) and Citizens Advice Bureau.

7. If you do not want to tell us who you are that's fine. Anonymous complaints will be treated seriously. We will be able to keep you updated as long as you tell us how to.
8. We want to hear from everyone. We will make reasonable adjustments to accommodate your individual needs and comply with the Equality Act 2010. We will provide an interpreter or British Sign Language interpreter if needed. Please tell us about the adjustments you need if we forget to ask.

How we will resolve your complaint

9. First and foremost – we will listen to you and make sure we understand how the issue is affecting you and what you want us to do to put things right. We will be clear, honest and committed to finding a resolution for you.
10. We would like to resolve issues quickly where we can. With your agreement, we will try and provide a solution to a problem within two working days so that it doesn't need to be a complaint.
11. We will make it easy for you to get a resolution to your complaint. Here is how it works.



12. For issues which do need to be resolved as complaints, we will send you an acknowledgment within five working days and confirm that we are working on a resolution. You will have your own dedicated Moat colleague keeping you up to date and they will let you know the outcome within ten working days from our acknowledgement.
13. We want your complaint to be fully resolved. If you are not satisfied with the answer we have provided in response to your complaint, we can offer you a complaint review by one of our senior colleagues that is a head of service. You will need to request this within 10 working days of us letting you know the outcome of your initial complaint. The complaint review will be completed within twenty working days of when we receive your review request.
14. If you are unhappy with how we are dealing with or have dealt with your complaint, you are able to go to the Housing Ombudsman at any time if you are a tenant, shared owner or leaseholder. You can contact them here:

Housing Ombudsman Service
 PO Box 152
 Liverpool
 L33 7WQ
 Telephone: 0300 111 3000
 Email: info@housing-ombudsman.org.uk

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

Things we will not handle as complaints

15. We will always try to help resolve service issues. Sometimes there will be issues that we cannot deal with as a complaint. This is rare, and they are:
- When your complaint has already been handled through the complaint's resolution process.
 - If you have started legal proceedings against us or there is an ongoing insurance claim.
 - Where you might have a neighbourly dispute or anti-social behaviour, we will support you through our neighbourhoods team. If we fail to do this properly, you can make a complaint.
 - A dispute about the level of your service charges. We will resolve this for you as part of our service charge management. If we fail to do this properly, you can make a complaint.
 - If you are a customer on the Stanhope estate, where we manage properties on behalf of Ashford Borough Council, we will manage your complaint in line with the Council's complaint process. You can find it on their website: www.ashford.gov.uk or by calling 01233 331111.

Learning from our mistakes

16. We want you to have the best experience living in your home, and we are here to support you, when you need it.
17. Your feedback is genuinely important to us, so we will share our complaints handling performance and also the lessons we have learned with our colleagues, on our website and in our annual customer report.

Impact Assessments

18. Equality Impact Assessment - appended
19. Data Protection Assessment - appended

Appendix

Link to Corporate Strategy
Complaints handling features in our corporate strategy. If we want to provide a great customer experience and be customer pioneers we need to provide outstanding services, and where things go wrong, we need to resolve them and learn from them
Definitions
Complaint: an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

Linked Policies
<ul style="list-style-type: none">• Anti-social behaviour policy• Compensation Policy• Data Protection Policy
Legislation
<ul style="list-style-type: none">• Equality Act 2010;• General Data Protection Regulation (GDPR) and Data Protection Act 2018.
Customer Engagement
We have sought the views of our Customer Advocates.