

# COMPLAINTS POLICY AND PROCEDURES



## Oaklee aims to ensure that:

- The Complaints policy is open and accountable and accessible to all stakeholders.
- All complaints relating to our service are taken seriously and thoroughly investigated.
- Problems are resolved informally in the first instance: discuss your concerns with your Scheme Co-Ordinator, Housing Officer, Maintenance Officer or Development Manager.
- Where a complainant is unhappy with the initial response he or she has the opportunity to appeal to the highest level of authority within the Association.
- Every complaint will receive an acknowledgement explaining the action the Association has taken or will take.
- Tenants are encouraged to seek independent support and assistance e.g. Age Concern, Citizens Advice Bureau, or Housing Rights.

## COMPLAINTS PROCEDURE

### 2 Simple Stages

#### Stage 1 – Chief Executive

##### Director nominated by Chief Executive

If you are not satisfied with informal discussions you can contact the Association to register your complaint with the Customer Services Officer in any of the ways detailed in the attached complaints form. You will be sent a letter of acknowledgement on the date of receipt and your complaint will then be passed to the Chief Executive or Director, who will undertake an investigation and respond to you within 14 working days.

**Any complaints involving our Vulnerable Client Group will be referred to the Supported Housing Manager for investigation.**

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## Stage 2 - Chairman of the Board

If you remain unhappy with the result of the investigation, you can contact the Customer Services Officer who will again acknowledge upon receipt and pass your complaint on to the Chairman of the Board who will review the complaint, investigation, and decision and reply to you within 28 working days. The Chairman will also involve the Tenant Representative Board Member in the investigation.

### General Information

Tenant Disputes/Anti-Social Behaviour – Matters relating to fellow tenants/neighbours will be dealt with by the Housing Management Team and progress will be monitored at the Chief Executive's office. If you are unsatisfied with the outcome from the Housing Management team you can ask for your complaint to be investigated under the Formal Complaints Policy stated above.

Independent Advice – in order to ensure impartiality, the Association reserves the right to engage the services of Housing Rights to comment on how the Association conducted their investigation.

Routine Requests – the Association has implemented a dedicated customer service centre for you to report repairs or make general housing enquiries. Oaklee Services Centre can be contacted on 0845 0730005.

### External Appeal

If you remain unsatisfied by the way the Association has dealt with your complaint, a final appeal can be made to:

The Ombudsman  
Freepost BEL 1478  
Belfast  
BT1 6BR  
(NO STAMP REQUIRED)

Tel No: 0800 343424 (Freephone)  
Fax: 028 9023 4912  
Email: [ombudsman@ni-ombudsman.org.uk](mailto:ombudsman@ni-ombudsman.org.uk)