



Compliments and Complaints

Policy and Procedure

1. Our Aim

Rose is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our homeowners and by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly
- keep matters low-key

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from homeowners or members of the public about our services, properties, facilities and staff.

2. Definitions

A compliment is an expression of satisfaction about the standard of service we provide.

A complaint is defined as any expression of dissatisfaction, however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain” or “complaint” is not used.

3. Purpose

We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and a copy is sent to the relevant manager to provide feedback to the member of staff or service.

4. Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

5. Responsibilities

Rose responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to Rose’s attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff from Rose
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Rose a reasonable time to deal with the matter and recognise that some circumstances may be beyond our control.

6. Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Rose maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

7. Complaints Procedure:

Written records will be made by Rose at each stage of the procedure.

Stage 1

In the first instance, staff member(s) must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Stage 2

If the complaint cannot be resolved informally, the complainant should be advised that a formal complaint may be made, and the following procedure should be explained to them. It may sometimes be appropriate for a different member of staff, preferably a member of the Management Team, to make this explanation.

- a) A formal complaint can be made either verbally or in writing. If verbally, a statement should be taken by a member of the Management Team, staff member or a supervisor.
- b) In all cases, the complaint must be passed on to the responsible person. In the event of a complaint about the responsible person the complaint should be passed to the responsible person's manager, and if the complaint is about the responsible person's manager this must be passed on to a Director of the business.
- c) The responsible person or responsible person's superior, depending on the nature of the complaint, must acknowledge the complaint in writing within 5 working days of receiving it.
- d) One of the above will investigate the complaint.
- e) The person making the complaint will receive a response based on the investigation within 20 working days of the complaint being received. If this is not possible then a letter must be sent explaining why.

Stage 3

- a) If the complainant is not satisfied with the above decision, then it will be passed to a Director of the business.
- b) The Director will examine the complaint and may wish to carry out further investigations. They will respond within four weeks in writing. Their decision will be final.

Consumer Code of Conduct

If you feel that having gone through our complaint's procedure, your complaint, has not been resolved then you can contact the Consumer Code for Home Builders or further advice and guidance. The Consumer Code will either deal with your complaint under the terms of the warranty or, if your complaint relates to a potential breach of our Code requirements, they will provide you with an application form and adjudication scheme rules to enable them to make a claim via the Code's Independent Dispute Resolution Scheme (IDRS). Disputes can be escalated to the IDRS from 56 calendar days after their complaint was first raised with ROSE and no later than 12 months after our final response. Disputes are resolved using an independent adjudication process.

<https://consumercode.co.uk/>

<https://consumercode.co.uk/home-builders/how-are-complaints-dealt-with/>