

# **Your ReSI Home**

## **Customer Complaints Policy**

### **Our Commitment to our Customers**

We aim to deliver the best possible service for all our shared ownership customers. Your ReSI Home is committed to treating its customers with fairness, courtesy and integrity. We aim to provide a prompt, reliable and responsive service, delivered by friendly and well informed staff who are able to deal with your requirements professionally.

We continuously monitor and evaluate our performance in order to meet rising customer expectations. For this reason, we welcome feedback on our service, both positive and negative and take any complaints seriously.

### **Our Targets**

We set performance targets covering all aspects of our customer service including:

- Answering telephone calls promptly in a friendly and helpful manner.
- Returning calls promptly.
- Writing letters in a clear and concise way and avoiding unnecessary legal terminology. It is very important for us to know whether or not you are satisfied with the service you are receiving.

### **Our Complaints Handling Process**

Your ReSI Home operates a three stage process for handling customer complaints:

1. In the event that you have a complaint, please raise it without delay and preferably in writing with the person who is handling your property. Our staff will:
  - acknowledge your complaint in writing as quickly as possible, and within 3 working days at the most;
  - give you a timescale for investigating and responding in writing to your complaint, which will not be more than 15 working days;
  - refer the matter to a manager if appropriate;
  - do all they can to resolve the complaint as effectively and swiftly as possible.

The Team will acknowledge your complaint within 5 working days and give you a timescale for investigating and responding in writing to your complaint, which will not be more than 10 working days;

They will make a prompt, detached and thorough investigation at the end of which they will send you a final viewpoint letter. This letter will include any offer of restitution or compensation that the Company feels is appropriate.

2. In the unlikely event that a satisfactory outcome has not been reached by Stages 1 or 2 above, you may refer your complaint to the Independent Housing Ombudsman at [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)