

# Complaints Policy & Members Enquiries



## **Scope of the Complaints Policy:**

WCO is committed to providing high quality, efficient and effective services to all its residents and applicants for our services. However, WCO recognises that from time to time people may have cause to express dissatisfaction with its services.

WCO values all feedback and will respond to all complaints and other enquiries made about its services, in order that it can review the services it provides and the way in which it provides them.

Any lawful resident of the TMO who has a complaint against the TMO, or those acting on its behalf, and has been unable to resolve the issue after discussion or correspondence with the TMO staff, may use the Complaints Procedure.

The Complaints Policy and Procedure is linked with other TMO policies, including:

- Repair Performance Standards
- Performance Standards for Estate Services
- Tenancy Management policies

Any resident who has a complaint against the Council, or those acting on its behalf, should use the Council's own complaints procedure. Complaints about the Council which are made to the TMO will be passed to the Council within 5 working days.

## **Types of Complaint Covered under this Policy:**

The Complaints Procedure is appropriate in the following circumstances:

- Complaints about any service provided by the TMO, such as;
  - repairs undertaken to a dwelling or the communal areas;
  - the standard of caretaking and cleaning
  - the rent collection service
  - how the TMO deals with tenancy management issues
- Complaints about the behaviour or performance of an employee of the TMO, or anyone acting on the TMO's behalf;
- Claims for compensation for disrepair or loss of services provided by the TMO
- Complaints about the behaviour or performance of a member of the Management Committee

## **What is not a complaint:**

- Requesting a service or reporting a repair.
- Complaints made more than 3 months after the resident first became aware of the issue they wish to complain about will not normally be considered.
- Cases of Domestic Violence; Harassment/Anti-Social Behavior disputes between residents are not subject to the Complaints Policy, but are dealt with separately under our ASB policy.

- The following types of complaint, if not resolvable locally, should be referred to the Council:

Complaints about rent levels or service charges

Complaints about the construction of service charges

Complaints about services provided directly by the Council – e.g. gas service (for tenants); bin collections; street lighting; trees; car parking; highways/ roads; etc.

Complaints about the behaviour or performance of an employee of the Council, or anyone acting on the Council's behalf such as a contractor appointed by the Council;

Claims for compensation for disrepair or loss of services provided by the Council

- Anonymous complaints will not be dealt with under this policy; they will be noted and depending on the content, may be acted upon.

### **Making a complaint:**

All complaints must be made in writing.

The TMO Manager will provide assistance to those who require help in putting their complaint in writing. If the Manager is the subject of the complaint, the complainant should be referred to the Chair or Secretary of the TMO. Complaints should normally be addressed to:

**TMO Manager or the Chair/ or Secretary at -**

**Wrayburn Community Organisation**

**139 Jamaica Road**

**London SE16 4SH**

**Email - [wcomanager@outlook.com](mailto:wcomanager@outlook.com)**

### **The Complainant's Rights:**

Confidentiality:

All complaints made about the TMO's services, or those acting on its behalf, will be treated in the strictest confidence. The full report of any investigation will only be available to the Manager or, if it relates to the manager or actions of the Management Committee, it will be available to the Chair and Secretary of the TMO.

Rights of Representation and Support:

- The complainant may be represented by any person of their choice.
- The complainant may be accompanied during any interview or investigation by a friend, witness or advocate.
- The complainant has the right to the assistance of a translator or interpreter, if required
- Where the complainant requires the help of a translator or interpreter, a contribution may be made to any costs at the discretion of the Management Committee of the TMO.

### **Investigation of Complaints**

#### **Stage one – Manager/ Chair (or delegated to a Board Member)**

Complaints will be investigated by the TMO Manager or, where appropriate, the Chair of the TMO or a person appointed by the Chair (if the TMO Manager, a Board, or a committee member is subject of the complaint).

The person responsible for investigating a complaint may use face-to-face interviews, and other evidence – such as police, medical, environmental health records, surveyor reports, referrals to/from other authorities – to reach a fair decision on the complaint.

The person responsible for the investigation will compile a detailed report with the following contents:

- The nature of the complaint(s) and how it/they relate(s) to the TMO's responsibilities and standards of performance;
- Details of those providing evidence about the complaint
- The evidence or statements provided;
- The conclusion and recommendations of the investigating officer
- A document summarising the complaint, investigation and conclusion

The TMO Manager or Chair will acknowledge all complaints within 5 working days of receipt. The TMO will notify the complainant in writing of its conclusions within 15 working days of receiving the complaint.

In acknowledging the complaint, the TMO will provide the complainant with the contact details of the investigating officer and the deadline for the completion of the investigation.

The outcome of all complaints, together with outstanding complaints, must be reported to each meeting of the Management Committee.

#### **How Decisions will be Taken and Communicated:**

When the response to the complaint has been decided, it should be included in the summary document and sent to the complainant.

The summary should state whether the complaint has been upheld or not.

If the complaint has been upheld, the summary should state:

- What action will be recommended to the Management Committee to rectify the cause of complaint;
- What compensation, if any, will be recommended to the Management Committee.

If the complaint is not upheld, the summary document should state:

- The main grounds on which the complaint has not been upheld and (if applicable) the main grounds on which the claim for compensation has not been upheld.

#### **Stage Two - Southwark Council**

If the complainant remains dissatisfied at stage 1, they will be able to ask for the complaint to be considered as a formal stage 2 complaint within two calendar months from the date of WCO decision on stage 1, giving the reasons why the decision is unacceptable, in writing to;

**The Principal Complaints Officer; Performance and Compliance Section;  
London Borough of Southwark; Tooley Street; London SE1  
Tel: 020 7525 2209; Fax: 020 7525 3189**

The appeal will be dealt with in line with Southwark Council's Complaints Procedure.

### **Record Keeping and Monitoring:**

A record of the investigation will be kept on the tenancy file of the resident making the complaint and is confidential to the tenancy file.

The TMO Manager will keep a summary sheet of each complaint showing

- The nature of the complaint
- How it was dealt with
- The response times
- The service area complained about
- The outcome of the complaint
- Whether the decision was appealed, and outcome

A report outlining all complaints will be presented to the Management Committee quarterly.

An annual review of performance and of the Complaints Procedure will be carried out by the TMO Board. A copy of this review with KPI's will be sent to Southwark Council.

### **Members Enquiries:**

This part of the policy includes enquiries from

- Members of Parliament
- Member of the European Parliament for the London Constituency
- Ministers of the Crown
- Members of the Greater London Authority for Southwark
- the Mayor of London's Office
- Members of the Council of the London Borough of Southwark.

Members enquiries will be replied to within 10 working days of receipt at WCO.

Adopted	Review
October 2021	October 2024