

# FELSHAM ROAD COOPERATIVE LTD COMPLAINTS POLICY AND PROCEDURE



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## A. The Policy

Felsham Road Cooperative is committed to providing a high quality service to all of its residents and to treating everyone who comes into contact with the Cooperative in a fair and reasonable manner.

The Cooperative acknowledges that mistakes can be made and that Cooperative members or other persons may on occasion have cause for complaint. It is the Cooperative's policy that anyone should be able to make a complaint to the Cooperative in the knowledge that, by doing so, they will not be penalised in any way, and that their complaint will be dealt with swiftly, effectively, and in a serious manner.

It is the policy of the Cooperative that the existence of the Complaints Policy and Procedure is made widely known to all Cooperative members, residents and other persons who come into contact with the Cooperative.

## B. The Procedure

Any person who feels that Felsham Road Cooperative has not provided them with a high quality service, or has not treated them fairly, has the right to use this Complaints Procedure. The Cooperative will take your complaints seriously and will in no way penalise you for making a complaint. Please note that the Cooperative is not able to respond to complaints that are made anonymously.

If you wish to make a complaint, you should contact the Estate Manager in writing or by telephone or in person during normal office hours. Give as much information as possible about your complaint to the Estate Manager so that the complaint can be properly considered.

What happens next?

Stage 1 - Your complaint will be acknowledged within two working days by the Estate Manager, who will aim to investigate and resolve your complaint within 10 working days.

Stage 2 - If you are dissatisfied with the response you receive, you may appeal to the Cooperative Management Committee, which will review your complaint at the next Committee meeting. If a meeting is not scheduled to be held within 21 days, a special meeting will be called. You will be notified of the Committee's decision within seven days.

Stage 3 - If you have exhausted the above complaints procedure and you are still dissatisfied, you can appeal to the Housing Ombudsman Service within 14 days of receipt of the Management Committee's decision.