



Making a Complaint with ISHA

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ISHA always strives to deliver a first-class service but sometimes things may go wrong. Occasionally, you may want to complain about a service you have received from us.

This document outlines how our complaints process works and what you should expect from ISHA when you make a complaint.

What you should expect from ISHA:

We welcome complaints and value them as opportunities to improve and learn, as well as providing a way to resolve individual issues. Whilst making a complaint you should always feel supported and valued.

We approach complaints positively and always centralise these key principles:

1. Communication

We will maintain regular and consistent communication with you throughout your complaint, via the means and at the times you have asked us to. We take responsibility for keeping you updated with the progress of your complaint and are not left in the dark. As well as, making sure your concerns and expectations have been heard and acted on.

2. Resolution

We aim to resolve your complaint as soon as we can to prevent unnecessary delays or extra effort on your part. Throughout your complaint we will work with you to make sure we are addressing your concerns. We will be flexible and creative when trying to resolve your complaint, and colleagues are empowered to make effective decisions for the right outcome.

3. Learning

We see complaints as an invaluable source of learning about our services and how they can be improved. We look for lessons we can learn from every complaint we receive and discuss these with you. We use these lessons to create practical actions and effect changes to services for the better of all our customers. We then share these positive changes with you.

What is a Complaint?

ISHA's definition of a complaint is where:

“A customer believes that ISHA has failed to follow its policy and procedures or has not observed its values”

This means your complaint may be that:

- You are not satisfied with any aspect of a service provided by ISHA or deem such a service to be unfair
- You are not satisfied with the standard or service provided by our staff or a person/organisation acting on our behalf
- You feel that ISHA has failed to follow its policies and procedures

What Is Not a Complaint?

There are some instances where we will not log your dissatisfaction as a complaint. In these instances, we will always explain to you why your complaint has not been logged and advise you how to get your queries resolved.

Please see our complaints policy for a full list of when we would not accept a complaint (section 2.3, page 2). These include:

- If you are complaining more than six months after the matter has come to your attention. Although we may consider your complaint if you have a valid explanation why you could not make your complaint sooner.
- Complaints asking us to change policy, guideline or service standard. Feedback on these documents should be sent to isha@isha.co.uk and will be used during policy reviews.
- Complaints about the amount of compensation you have been awarded. In such instances please refer to our Compensation Policy.
- Any matters that are being dealt with via another channel including; ISHA's insurance claim procedure, as a legal matter or as a disrepair.

We may also refuse to accept a complaint, or close a complaint early, if you are behaving in an unreasonable manner.

How To Make a Complaint:

You should always make your complaint to our Customer Service Team via any means (phone, letter, email or social media)

We will support you in making your complaint including adjusting our services for your specific needs i.e. providing documents in larger print or another language.

Anyone can make a complaint to us, including if we are not your landlord. You can also make a complaint on behalf of another person but will need to provide signed authority from the complainant when making the complaint.

If you are making a complaint as a resident group your complaint will be dealt with as a petition. Please see our Complaints Policy for more information about this process.

Logging & Acknowledging your Complaint:

1. All the complaints we receive go through our Customer Services Team at first instance. They will log your complaint and send you an **acknowledgement within 1 working day of receiving it.**

Please avoid reporting your complaint to a specific member of staff. If they are away from the office your complaint may not be picked up immediately. If you have sent your complaint to a specific member of staff, you may receive an Out of Office reply. This should advise you to contact our Customer Services Team to log your complaint. You will need to follow these instructions for your complaint to be logged.

Your Case Handler:

2. Your complaint will then be assigned to a colleague who is best placed to answer and resolve your complaint. This colleague will be your case handler. They will investigate and respond to your complaint and be your point of contact throughout your complaint.

There may be times where we feel it is necessary to change your case handler. However, you will always be made aware of this and given an explanation for the change.

Initial Contact from your Case Handler:

3. We want to resolve and address your complaint as soon as we can. There may be some instances where we can deal with your complaint at the time you are making it.

In these instances, your case handler may be a member of our Customer Services Team. They will log your complaint and provide you with your complaint reference number at the point of reporting your complaint. They will then explain how they will try to resolve your complaint and take these actions immediately. Once these have been completed, they will then seek to close your complaint. (Please see number 7 below for how we close your complaint).

4. If your complaint cannot be addresses immediately, your case handler will **call you within 4 working days from when the complaint was acknowledged by us (5 working days from when we received the complaint)**. They will discuss your complaint in more detail and advise you of any initial investigation and corrective actions they have taken.

Depending on the nature of your complaint, they may have already been able to resolve the issue/s you have raised. If so, they may seek to close your complaint at this point (please see number 7 for how we close complaints).

5. If further investigation is required, they will explain the next steps they will take to resolve your complaint. They will agree the next date they will contact you and confirm your preferred method of contact for this complaint. (They should then use this method throughout your complaint where possible.)

If your case handler is unable to contact you on the phone they will try to contact you via another method of contact.

Investigating your complaint:

6. Your case handler will work closely with you to resolve your complaint. They will contact you by the initial date you have agreed and continue to do this where further dates of contact are needed. They will provide you with updates on their investigation and discuss the best ways to resolve your complaint with you.

They will work collaboratively with their colleagues and creatively, taking various and sometimes unusual actions, to get the right outcome to your complaint. This may include organising home visits or meeting with you. They may also want to create an action plan for your complaint if multiple actions are required.

Your case handler should continue to work with you in this way until all actions to resolve your complaint have been completed.

Closing your complaint:

7. Once all the actions to resolve your complaint have been completed your case handler will contact you via your preferred method of contact. They will discuss the details of their investigation and the actions that have been completed. They will advise you of the decisions they have made about your complaint (i.e. if your complaint has been upheld) and any compensation they can award you.

They will ask you if you are happy that they have resolved your complaint and therefore happy for your complaint to be closed. As well as discuss any lessons they have learnt from your complaint and listen to any suggestions you may have of other ways we can learn.

They will then advise you that your complaint has been closed.

8. This contact will be regarded as the response to your complaint regardless of the method used. However, if your preferred method of contact is not written (i.e. not email or letter) you can request to receive a written copy of your final response from your case handler at this time.

Unhappy with Outcome:

9. If you are not happy for your complaint to be closed, you should explain to your case handler what you feel has not been resolved and why. They will always try to continue to work with you to come to a resolution you are both happy with and explain why certain actions cannot be taken.

10. However, if the actions you are asking ISHA to take are unreasonable or you are not accepting clear explanations of why they cannot be taken, we may proceed in closing your complaint.

In these instances, you will always be made aware of why we are closing your complaint and where you can take your complaint next.

If you remain dissatisfied with your complaint after receiving your response, you can request an internal review. Please refer to our Internal Review Process document for more understanding of what this entails.