

COMPLAINTS AND FEEDBACK POLICY

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Authorised By: Barry Sumner

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1. Policy Statement

It is the Policy of the Company to engage positively with feedback received. Below details the Company considers to be feedback, and the steps the Company will take when given information that requires action.

2. What's Feedback

The Company encourages positive engagement to feedback received. As what can, in isolation, seem inconsequential or unrelated, can give insights into potential problems before they occur.

2.1 Feedback can be

- A suggestion – a way in which the Company might improve something
- A comment - a note about something
- A complaint – a view criticising something that needs a reply
- A compliment – praising an action or event

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2.2 What the Company does with Feedback

- Suggestions will be assessed as to their practicality and reasonableness. If suggestions are undertaken the Company will notify you of how, where and when the suggestion will be used, where appropriate.
- Comments will be noted on the Company's files, and may lead to changes at a further date.
- Compliments will be noted and kept on file, if it relates to a member of staff the Company will bring this to their attention, with further actions as necessary.
- Complaints are detailed in 0 below.

3. Complaints

The Company takes complaints seriously and appreciates that things can and do, go wrong. The Company appreciates knowing when this happens so that it can address issues when they arise. There will also be times when the Company is unable to respond as the complainant might wish, this may be because of policy or legal requirements.

The Company appreciates the reasons that some individuals may wish to remain anonymous when making a complaint. However, anonymous complaints do not allow for a complete and thorough investigation of the facts of the complaint. Therefore the Company cannot accept or address complaints raised anonymously.

3.1 What the Company accepts complaints about

- Where the Company has not done something correctly or to a poor standard.
- When the Company has not followed a policy correctly.
- Where the Company has failed to do something it is required to do.
- Breaches of Park Rules.

3.2 What the Company can't help with

- Anonymous complaints.
- Neighbour to neighbour disputes (not covered by the Park Rules).
- Where a resident is already undertaking legal action against Warfield Park.
- If an issue is over 12 months old and has not been raised before.
- If 90 days have lapsed since the Company's response.

4. How to give feedback

Below is the process that should be followed when sending feedback to ensure the Company respond effectively.

4.1 Stage 1

- The person giving feedback to complete and return the Feedback Form.
- All forms will be acknowledged in 4 working days.
- When the feedback is a complaint important details to include are.
 - How the complainant thinks Warfield Park has failed to act in a satisfactory manner.
 - Details of any harm, loss, damage or inconvenience they may have suffered.
 - What the complainant thinks the Company should do.
 - If the Complainant has taken any other action or complained to anyone else and the result of that action or complaint.
- Where the feedback relates to a complaint a response will be given within 10 working days, after the acknowledgment letter, detailing any actions that will be taken.
- In some circumstances it may not be possible to reply within 10 working days, and so we will then contact you to explain the reason for the delay and let you know when you can expect to receive a reply.
- If it is found that the Company is at fault, then the Company will apologise and explain what has happened and why. The Company will endeavour to ensure that the same problem will not happen again.

4.2 Stage 2

- Should a resident be dissatisfied with the outcome at Stage 1, the matter can be referred to the Managing Director.
- Referrals will be acknowledged in 4 working days and a response will be sent within 10 working days, after acknowledgement. If our reply will take longer, we will contact you to explain the reason for the delay and let you know when you can expect to receive a reply.

4.3 Stage 3

- Should a resident be dissatisfied with the outcome of Stage 2, the matter can be referred to the board of Directors. If Stage 2 has preceded this the Managing Director will be excluded from Stage 3.
- Referrals will be acknowledged in 4 working days and a response will be sent within 10 working days after acknowledgement.