


## Horton Housing Association





### Tenant Feedback on 'Complaints Policy & Procedure'



1. We asked people to identify any barriers to commenting or complaining. We asked them to think not just about themselves but about anybody else they know
2. We asked people to identify solutions to these barriers

**Date:** 15<sup>th</sup> December 2022

### Consultation with: Tenants of Horton Accommodation Services

		
<p>1. Some people told us that they had made a complaint and that they were happy with how this was dealt with</p>	<p>We are pleased to hear that you had a satisfactory experience using our Complaints process</p>	
<p>2. Some people said that there aren't any barriers that they can think of that would prevent them from making a complaint if they need to</p>	<p>It's good to hear the people feel able to make a complaint. Complaints are important to us so that we can understand when things are not going well and we can look at how we might be able to do something better or differently</p>	
<p>3. Some people said that reasons they may not complain are:</p> <ul style="list-style-type: none"> <li>- they don't want to get anyone into trouble</li> <li>- fear of being treated differently</li> <li>- fear of being labelled as a moaner</li> <li>- fear of losing their accommodation</li> <li>- fear of being ignored or the complaint being swept under the carpet</li> </ul>	<p>Making a complaint will not put anyone at risk in any way and will not be ignored. We welcome complaints and will take your complaint seriously. We encourage complaints and appreciate your feedback whether positive or negative. Complaints help us to make improvements to service delivery and ensure that you feel safe and listened to</p>	

<p>4. People told us that they feel reassured about making a complaint when they feel that they are being listened to and responded to</p>	<p>Our Complaints Procedure is to ensure that People are listened to and for all complaints to be formally responded to within a short timescale. We will make sure that this continues</p>	
<p>5. Some people told us that they might not want to make a complaint as they are worried about keeping the peace and don't want to upset anyone</p>	<p>Complaints are confidential and will be addressed as discreetly as possible. You should not hesitate to make a complaint if you are unhappy about anything with the accommodation, service or support that you receive. We will not be upset to hear your views and if your complaint is about a neighbour or someone else, we will support you to resolve the issue swiftly and informally where possible to do so</p>	
<p>6. Some people said that they might not make a complaint because they think that staff within a service might stick together</p>	<p>If you are concerned that your complaint is not being treated fairly or you would like your complaint to be listened to by someone from outside of the service you are in, you can make your complaint directly to head office either by telephone, email or via the Horton Website and ask that a different manager than the one from your service investigates this. You can also ask for support from an Advocate to help you make a complaint- An Advocate can be someone from another agency or a friend or relative. If you still think your complaint has not been treated fairly, you can appeal against the outcome and ask another more senior person to look at this or you can ask someone from outside of the organisation to look at this, for example a Commissioner</p>	
<p>7. Some people said that they would like more opportunities to speak to different members or independent staff from Horton. They suggested more events like the one today, where they could speak to people informally and face to face-Suggested more Local meetings or area Hubs where people</p>	<p>We think that this is a great idea and we are planning to hold regular Together with Tenants events in each geographical area of our service delivery. We are discussing this further with staff to put a plan in place to make this happen. We will let you know when the next event will be taking place and where</p>	

could go to speak to someone		
8. People told us that they know how to make a complaint. They told us that they might go to their support worker and if their complaint was about their support worker, they would go to the manager	We are pleased to hear that you know who to make a complaint to and confirm that you can approach any member of staff to make a complaint and we will follow this up with you	
9. Some people said that a suggestion box would be good so that people can put forward ideas or suggestions anonymously particularly if they are less confident about making a complaint	Accommodation services where we have staff on site should have a suggestion box available. We will follow this up to make sure that all schemes have these in place. If you live in a dispersed property where staff are not on site, you can also send a message via the website or in writing or by telephone call to Head Office	



We can do this or we've already done it.



We're not sure yet, we will discuss it a bit more.



We need to ask someone about this.



We're sorry we can't do this but we'll explain why.