



Customer Feedback Policy

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Customer Feedback Policy

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1. Purpose

- 1.1 The purpose of this document is to set out the ways a Customer can provide general comments, compliments or make a complaint about service provision (we call this 'feedback'). This document also sets out our approach to dealing with that feedback.

2. Policy Details

2.1 Who can provide feedback

- 2.2.1 Anyone can give First Choice Homes feedback.

2.2 Usual feedback mechanisms and contact details

- 2.2.1 Via the MYFCHO self-service portal or mobile app
Via the 'feedback' form on our website www.fcho.co.uk
By emailing us at tellus@fcho.co.uk
Via telephone at 0161 393 7117 (from 8am to 8pm Monday to Friday and 9am to 4pm on Saturdays)
Visiting our office (Office opening times 9am to 5pm Monday to Friday, Thursday's until 6pm)
By letter (address: First Place, 22 Union Street, Oldham, OL1 1BE)

2.3 Feeding back when something has gone right

- 2.3.1 We welcome any expressions of satisfaction from our Customers with any of our services. A compliment may be made about an individual officer, team or a service as whole. Compliments are passed on to their intended recipient or teams.

2.4 Feeding back when something has gone wrong

2.4.1 Frontline Resolution (Informal) – Timescale 2 working days

We have a frontline approach to resolving things that you tell us have gone wrong or you are unhappy with. We call this 'Frontline Resolution'. We aim to have it concluded within 2 days of your initial notification to us. The way we aim to resolve matters in a 'Frontline Resolution' is usually by a chat over the telephone and in some instances a conversation at our office.

If matters are going to take longer than 2 days to reach a 'Frontline Resolution' we will aim to keep you advised of the timescale.

2.4.2 Additional Resolution (Formal) – Timescale 10 working days

If a matter has not been capable of 'Frontline Resolution', the Governance and Corporate Support Manager will consider why that may be the case before possible escalation to the 'Additional Resolution' stage.

Consideration will usually be given to whether adequate 'Frontline Resolution' has taken place and will consider Customer dissatisfaction and Customer expectation.

Escalation may be declined where additional issues or additional requests for redress are being made by a Customer. Nor will a matter be progressed where a different outcome is unlikely.

If feedback does progress to an 'Additional Resolution,' an additional assessment of the matter will normally be carried out by a person more Senior to the person who dealt with the 'Frontline Resolution'.

If a matter is going to take longer than 10 days to be concluded at the 'Additional Resolution' stage we will aim to keep you advised of the timescale.

2.4.3 Panel Resolution (Formal) – Timescale 20 working days

If a matter has not been concluded at the 'Additional Resolution' stage, our Governance and Corporate Support Manager will consider why that may be the case before permitting escalation to the 'Panel Resolution' stage.

They will consider whether adequate 'Additional Resolution' has taken place, and will consider Customer dissatisfaction and Customer expectation before permitting escalation to the 'Panel Resolution' stage.

Escalation may be declined where additional issues or additional requests for redress are being made by a Customer. Nor will a matter be progressed where a different outcome is unlikely.

The Panel will comprise of a person more senior to the person who dealt with the 'Additional Resolution' stage and at least one First Choice Homes Customer. The Panel will normally meet within 20 working days of an escalation in order to assess. The Panel will provide a written response within 5 working days of their meeting.

If a decision is going to take longer than 5 days to be provided we will aim to keep you advised of the timescale.

2.4.4 Local Resolution and the Housing Ombudsman Service (HOS)

Where all resolution stages have been exhausted without the Customer being satisfied (and if the feedback is from a tenant, freeholder or leaseholder), the matter can be referred to a local Councillor, local MP or a recognised tenant panel.

Alternatively, the Customer can utilise the Housing Ombudsman Service. Full details of that Service are available via the Ombudsman's website or on request to the Housing Ombudsman. Details are set out below:

Housing Ombudsman Service, 81 Aldwych, London, WC2B 4HN

Telephone: 0300 111 3000 Email: info@housing-ombudsman.org.uk

www.housing-ombudsman.org.uk

2.5 Petitions

- There are no restrictions as to who can submit a petition. However FCHO would normally expect that a formal complaint has already been made and responded to before a petition is submitted.
- A minimum of 5 signatories from 5 separate households are required.
- Signatures for the petition should have been collected no more than 3 months before the submission of the petition to ensure that the issues raised are considered within an appropriate time frame.
- Petitions should contain a statement covering the subject of the petition and what action the petitioners want FCHO to take and/or what outcomes are expected.
- They should also contain contact details for the petition organiser (known as the lead petitioner), along with the name, address and signature of any person supporting the petition and be dated.
- Each petition will be recorded and an acknowledgement sent to the lead petitioner within 3 working days.
- Petitions will be referred to an appropriate senior officer for investigation and a written response will be provided within 10 working days of acknowledgement of the petition.
- FCHO reserves the right to verify the signatures or investigate further if it is deemed necessary.

- Should FCHO believe a petition to be vexatious, discriminatory, abusive or otherwise inappropriate, or not reasonable, the petition will be rejected. The lead petitioner will be informed in writing stating the reason for the rejection.
- FCHO will inform Oldham Council or other partner agencies of any petitions received that impact on or have implications for their services.
- All petitions should be submitted in writing to The Corporate Support Team First Choice Homes Oldham Limited, First Place, 22 Union Street, Oldham, OL1 1BE or by email: TellUs@fcho.co.uk

2.6 Exceptions

2.6.1 We may deal with certain feedback outside of the methods set out above. An assessment would be made on a case by case basis. Listed below are some examples of where a different course of action may be taken:

Unreasonable Customers: Customers who are unreasonable, aggressive, abusive or vexatious will be subject to the Unreasonable Customer Procedure.

Anonymous Feedback: Anonymous feedback will not be dealt with under the terms set out in this document.

Feedback on behalf of a Customer: First Choice Homes normally requires a Form of Authority to be signed by the Customer to allow us to deal with the nominated person on their behalf.

Feedback addressed to the Chief Executive: Will be registered by operational colleagues and assessed by operational colleagues in line with this document.

Feedback specifically requesting redress: Such requests may range from an apology or provision of a service to a goodwill gesture or a recompense payment and will be dealt with by using the terms of this document and the Customer Compensation Guidance.

Feedback regarding legal claims: Customers with legal claims will be normally be asked to seek independent legal advice. The association may also refer the matter to its own lawyers.

Feedback about staff: Compliments about staff are always gratefully received. Complaints about staff will be dealt with via our own internal HR processes.

Freedom of Information: The Freedom of Information Act requests will normally be rejected as the provisions do not apply to First Choice Homes.

General Data Protection Regulation (GDPR) Information Rights: Please refer to the Information Rights Guidance on our website at <https://www.fcho.co.uk/your-information-rights/>

2.6.2 **We will not deal with feedback matters or review any matter which:**

- is dealt with through its own alternative process
- happened more than 6 months ago
- has already been assessed, resolved and concluded
- where the matter is about straightforward application of a policy, law or regulation and we have applied the policy, law or regulation correctly
- is about the action, inaction or decision of a third party

3. Regulatory Guidelines

- 3.1 Our Regulator requires us to “*have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly*”.

Definitions

Feedback	Helpful information or insight into service provision or areas of service improvement.
Compliment	An expression of satisfaction or comment on excellent service made about an individual officer, team or a service as whole.
Complaint	Confirmation of dissatisfaction with a service or services.
Customer	Tenants, leaseholders, freeholders who have exercised the Right to Buy, stakeholders, any person who receives a service from First Choice Homes, future Customers and any person acting on their behalf or as their representative. Any member of the public affected by matters arising from our property, services or a First Choice Homes Colleague.

MONITORING, APPROVAL AND REVIEW	
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Copy available from	Joanne Goodall, Governance and Corporate Support Manager