

## **LFSA COMPLAINTS POLICY**

### **1. INTRODUCTION**

1.1 This policy explains how to make a complaint about the services provided by LFSA's staff, contractors or agents.

1.2 It does not apply to complaints about neighbours or about anti-social behaviour, which are covered in our Neighbour Disputes and Anti Social Behaviour Policy, a copy of which can be supplied on request.

1.3 Examples of possible complaints include:

- Complaints about the repair service.
- Complaints about your treatment by a member of staff or contractor
- Claims for compensation for disrepair or loss of services.

1.4 You may also want to make a complaint about your landlord, which is the housing association that owns your home. Your landlord, not LFSA, is responsible for boiler replacements (organised by LFSA but we have to get landlord consent first), window replacements and other major repairs to your home, as well as fire safety work.

1.5 If you want to make a complaint about your landlord, you must use the landlord's own Complaints Policy. LFSA can help with your complaint, if necessary.

**Optivo's Complaints Policy** can be found here:

<https://www.optivo.org.uk/getmedia/1531154a-8d1e-459a-96f8-8f117d0d412c/Complaints-Resolution-Policy.pdf.aspx>

**Hexagon's Complaints Policy** can be found here:

<https://hexagon.org.uk/wp-content/uploads/2021/11/Complaints-Policy-and-Procedure-Nov-2020.pdf>

1.6 You should note that anonymous complaints will not be considered.

### **2. HOW TO COMPLAIN**

2.1 We prefer to resolve complaints in a friendly and informal way where possible.

2.2 If you have a complaint, you should start by speaking to a member of LFSA's staff, who will try to sort out any problems you may have.

2.3 If you are not satisfied with the staff response, you can make a formal, written complaint, either by post or by email, and this will be acknowledged within 14 working days.

2.4 Your written complaint must include:

- Your name

- Your address
- A description of the complaint
- What you would like us to do about it.

2.5 Your complaint will then be considered by LFSA's Management Committee, at its next meeting. Meetings are held every six weeks and you will be given at least two weeks' notice of the time and date. You will be entitled to attend the meeting and to bring someone to support you.

2.6 The Management Committee will then consider your complaint and make a decision, without you in attendance. You will be notified, in writing, of their decision within 14 working days of the meeting.

2.7 No-one who is named in the complaint will be allowed to be present or to take part in the discussion or to be involved in making the decision.

2.8 If you are not satisfied with the Management Committee's decision, you can take your complaint to your landlord, using the landlord's own complaints policy.

2.9 If you are not satisfied with your landlord's decision, you can take your complaint to the Housing Ombudsman's Service. Details of how to do this are available on their website: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)