

EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



Policy name:

Complaints Policy

This policy was created to:

Support customers of Honeycomb Group by making it easy to raise concerns and complaints when something goes wrong. We want to fix problems fairly and quickly and use feedback to improve our services.

What this policy covers

- What counts as a complaint
- How and where you can make a complaint
- Who can make a complaint (including through an advocate)
- The step-by-step process for investigating and responding to complaints
- What happens if you're not satisfied with our response
- How we support customers during the complaints process
- How we use complaints to learn and improve

Our Goals

- Provide high-quality, respectful service to all customers
- Fix problems quickly, fairly, and professionally
- Be open when we've made mistakes and learn from them
- Make the complaints process simple and accessible
- Comply with the Housing Ombudsman's standards

Key Terms

- **Complaint:** When you tell us you're unhappy about the service, decisions, or actions taken by Honeycomb Group or someone acting on our behalf.
- **Service Request:** A request to do something (like fix a repair) – it becomes a complaint if we don't handle it properly.
- **Stage 1:** First step in our complaints process.

- **Stage 2:** If you're still unhappy, your complaint is reviewed by a different staff member.
- **Ombudsman:** An independent body you can go to if you're still not satisfied with our response.

Our Approach

- You can complain in person, by phone, by email, through our website, or by post
- We treat every complaint seriously, respectfully, and confidentially
- We give you the choice of how you'd like your issue handled—quickly or formally
- We aim to respond to Stage 1 complaints within 10 working days and Stage 2 within 20 working days
- We'll keep in touch with you throughout the process and explain any delays
- We may offer apologies, explain what went wrong, or offer compensation if appropriate

Legal Compliance

We follow all current legal requirements, including the Housing Ombudsman's Complaint Handling Code and the Equality Act 2010. We make sure all customers are treated fairly, and reasonable adjustments are made where needed.

Performance Monitoring

We track and report on:

- How many complaints we receive
- How quickly we respond
- How satisfied customers are with our handling of complaints

We also:

- Share complaint performance with our Board
- Ask for customer feedback after complaints are closed
- Use complaint trends to make improvements

Data Protection

We protect your personal data in line with the UK GDPR and Data Protection Act 2018. Your complaint will be handled confidentially, and we'll only share your information if necessary.

Review

This policy is reviewed every three years or sooner if there are changes in our organisation or after a Housing Ombudsman investigation.

Date of Policy: June 2024