



HOHP User Group Event

20 August 2015

Good Practice in Complaints Handling

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What is a Complaint?

“an expression of dissatisfaction which requires a response”



Complaint Handling - it's both what you do and the way that you do it

1. Have a simple and timely process
2. Be objective, impartial and fair
3. It is OK to say 'Sorry'
4. Do what you say you are going to do
5. Use complaints to improve your service

1. Have a simple and timely process

- Recognise what is a complaint and when you do, deal with it proactively
- Try to resolve complaints as early and as quickly as possible
- Have as few stages in your complaints process as possible – two stages is enough
- Publish your time-scales for responding
- All staff should know and understand the complaint handling process

2. Be objective, impartial and fair

- Hear the concern – try to listen with a view to understand, not to defend
- Show empathy – demonstrate that you can ‘see the same picture’
- Be as impartial as you can when gathering and establishing the relevant facts
- Don’t investigate yourself
- Give reasons for your decisions

3. It's OK to say Sorry

- Saying sorry is an expression of regret not an admission of liability
- Apologise when you have got it wrong
- A good apology includes responsibility, regret and remedy
- Make sure you apologise to the right person

4. Do what you say you are going to do

- Know what is in your legal documents and contracts
- Meet your response times – or say why you cannot before the stated time
- Keep your promises and commitments
- Make sure that you don't repeat your mistakes

5. Use complaints to improve your service

- See complaints as being free feedback
- View the work as starting after the complaint has been closed
- Use complaint information to measure performance, identify trends and decide what can be done improve your service

hohp **What do Complainants Want?**

- To know who is dealing with the complaint
- To be listened to and believed
- To be treated fairly and efficiently
- To be kept informed of progress

And

- To believe that professionals are committed to the people they are serving and will take responsibility and ownership for the services they deliver

Questions

