

Complaints Procedure



Introduction

Cornwall Rural Housing Association Limited (CRHA) aspires to provide a good quality housing service meeting the needs and wishes of people living in our homes in Cornwall and the Isles of Scilly.

Our policy aims to get things right first time, however, there may be times when we do not meet our standards. This procedure covers the steps to deal with a complaint.

We define a complaint as:

an expression of dissatisfaction, not resolved immediately to the customer's satisfaction, about the level, quality or nature of a service provided.

Examples include:

- *Length of time take to provide information*
- *Failure to keep you informed of a decision*
- *Attitude or behaviour of staff or contractors*
- *Any kind of discrimination*

We will always try to resolve problems quickly, at the first point of contact if possible. If the problem can be resolved within 48 hours to the complainant's satisfaction, then the formal complaints process will not be invoked.

How to make a Complaint?

CRHA operate a variety of communication channels and a complaint can be made through any of these means:-

In writing	-	Cornwall Rural Housing Association Limited 19 Callywith Gate Launceston Road Bodmin Cornwall PL31 2RQ
By Telephone	-	01208 892000
By Email	-	info@crha.org.uk
Website	-	www.crha.org.uk
Tenant Portal	-	My CRHA - https://crha.org.uk
Twitter	-	@CornwallRuralHA
Facebook/ Facebook Messenger	-	Cornwall Rural Housing Association

Under the terms of the tenancy agreement or lease it is important that customers tell us if we fail to deliver the service we commit to provide so that we can take the necessary steps to improve our service.

It is our policy to respond to complaints quickly and try and resolve any disputes within a set timeframe. We record and analyse the number of complaints we receive about our various services to help us to review and improve them. This procedure refers to “working days” which for this purpose means Monday to Friday, excluding bank holidays.

If you wish to make a complaint, please provide as much detail as possible and to state clearly what you think should be done to solve your problem. It would be helpful if you can tell us if you have reported the problem previously and, if so, to whom and when.

We will need details of your name, address and telephone number.

An issue will be treated as a complaint if a customer tells us that we have failed in our service delivery. Customers are asked to contact us as soon as possible and complaints must be made within 12 months of the incident taking place. Wherever possible, customers are asked to bring the problem to the attention of the person concerned. Sometimes complaints arise from a misunderstanding which can be explained and resolved quickly once a member of staff is made aware of the problem.

Your complaint will be dealt with confidentially and without bias.

To be reviewed March 2026

Complaints Procedure

Stage When and Who	Action and Steps	Comments and Follow up
48 Hours - Front Line Officer (Relevant Service)	Get it right first time. Assess what outcome the customer wants and resolve it. If this is not resolved to the customers' requirements/satisfaction, log it as a formal complaint.	Record on SDM Record on Dashboard KPI
Stage 1 2 Weeks Relevant Head of Service	1) Complaint reviewed and resolution in place and customer notified. Case closed if resolved in 10 working days with customer's consent. 2) Customer can appeal decision if not satisfied and move to Stage 2.	Acknowledge complaint within 2 days and send complaints leaflet. Update SDM and Dashboard KPI. Customer Satisfaction sought (preferred method of communication – writing, email, text). Consider any loss the complainant has made (evidence required) If customer remains unsatisfied notify CE of escalation.
Stage 2 2-4 Weeks CE & Board	Head of service to notify customer and update SDM and Dashboard, before briefing Chief Executive. The Chief Executive will guide appropriate team member/s and review action plan. Chief Executive to set up panel with 2 board members for a final written decision. Notify complainant of decision.	Decision made and customer notified, Close complaint on SDM. and Dashboard KPI. Customer Satisfaction sought (preferred method of communication – writing, email, text). Consider any loss the complainant has made (evidence required)
Complaint Closed	CE to notify customer that the internal complaints procedure has been closed.	If customer remains dissatisfied they can then approach the Housing Ombudsman service (within 8 weeks of the final decision). Close complaint on SDM and Dashboard KPI.

Complaints Procedure

Our complaints procedure involves three stages.

When a complaint is made, CRHA will try and resolve the issue raised within 48 hours with a “get it right first time” approach. Depending on the complaint e.g. customer chasing a repair, this will be coded as a service request. If CRHA do not resolve this to the customers requirements or satisfaction the customer has the opportunity to escalate it to Stage 1 of the formal complaints process.

CRHA will acknowledge and log Stage 1 of the complaint’s procedure within 5 calendar days upon receipt of the complaint.

A Stage 1 complaint will be dealt with by one of our heads of service, who will endeavour to resolve the complaint in 10 calendar days.

A Stage 2 complaint will be dealt with by our Chief Executive who will endeavour to resolve the complaint in 20 calendar days. The Chief Executive will set up a panel meeting with 2 board members for a final decision.

If a complainant raises any additional complaints during the investigation, these will be incorporated into Stage 1 response if they are relevant, and the Stage one response has not been issued. Where the additional complaints are not relevant, or the Stage 1 response has been issued, or it would unreasonably delay the response, the complaint will be logged as a new complaint.

If CRHA is unable to resolve the complaint in the above timeframes, we will outline, in writing, what we are intending to do to resolve the complaint, and by when. If the timeframes set out are not adhered to, the customer is then able to escalate the complaint.

In responding to the complainant, the person dealing with the matter will provide a clear explanation on how the complaint can be escalated if the customer remains dissatisfied and will set out the timeframe for this.

A complaint will be considered closed when CRHA has written to the complainant outlining what they have done or propose to do to resolve the complaint. CRHA will give the customer a further opportunity at this stage to provide feedback, or to escalate the complaint accordingly.

If a customer remains dissatisfied with the response at Stage 2 of the procedure, the complainant is able to refer their complaint to the Housing Ombudsman within 8 weeks of the final decision.

The Housing Ombudsman’s contact details will be provided in the concluding letter to the complainant.

