

## Complaints at Frontline Resolution Guidance

The following tables give examples of complaints that may be considered at the frontline stage, and suggests possible actions to achieve resolution.

Complaint	Possible actions to achieve resolution
The customer complains that her rent payment direct debit has been set up wrongly.	<ul style="list-style-type: none"> <li>• Apologise to the customer and resolve the issue by properly updating the direct debit details.</li> <li>• Organise any reimbursement if necessary or take an alternative payment if the direct debit failed</li> <li>• Record a SHA interaction using prefix 'COMP' and create a complaint case on CIC if customer wishes</li> </ul>
The customer complains that a worker did not attend to carry out a housing repair as we had agreed.	<ul style="list-style-type: none"> <li>• Speak to the worker, the service or the service manager to explain the customer's complaint and to agree how to resolve the issue, for example by arranging a new time and date to do the repair.</li> <li>• Explain the reasons for the failed appointment and apologise to the customer.</li> <li>• Record a SHA interaction (COMP prefix) on CIC and email details including the interaction number to CSC complaints.</li> <li>• Feedback any lessons learned from the complaint to the CSC complaints team.</li> </ul>
The customer complains that the quality of a repair carried out by us or our contractor is not satisfactory.	<ul style="list-style-type: none"> <li>• Ask the service department to examine the repair to assess whether or not it is acceptable.</li> <li>• If it is not acceptable, agree that the service department should do more work</li> <li>• Explain and Apologise to the customer.</li> <li>• Record a SHA interaction on CIC (COMP prefix) and email details including the interaction number to CSC complaints.</li> <li>• The relevant team handling the complaint should obtain a report from the service or contractor to confirm that the repair is now complete.</li> <li>• Feedback any lessons learned from the complaint to the CSC complaints team.</li> </ul>

Complaint	Possible actions to achieve resolution
The customer expresses dissatisfaction in line with the definition of a complaint, but says they don't want to complain – just wants to tell us about the matter.	<ul style="list-style-type: none"> <li>• Tell the customer that we value complaints because they help to improve services. Encourage them to submit the complaint; it is important to improve our service and record, evaluate and act upon customer feedback like this.</li> <li>• If the customer still insists they do not want to complain, record the matter as a generic SHA interaction on CIC but do not create a case. This will avoid breaching the complaints handling procedure. Reassure the customer that they will not be contacted again about the matter.</li> </ul>
Dissatisfaction with a planned maintenance programme.	<ul style="list-style-type: none"> <li>• Take details of the complaint. Tell the customer about the timescales for planning such work, and that we will take their views into account for future work.</li> <li>• Record a SHA interaction on CIC (prefix COMP) and email details including the interaction number to CSC complaints.</li> <li>• Feedback any lessons learned from the complaint to CSC complaints.</li> </ul>

Complaint About	Stages	Who handles
General Rented	Log at any stage (dependent on severity or history)	Local Office/CSC Team Manager/ CIT Team Manager (Stage 1) Case Resolution Team (Stage 2)* Case Resolution Team provide administrative assistance.
Staff Conduct	Log at stage 2 - Investigation	Managed by the Case Resolution Team (CRT will decide if the case should be handled at stage two or if it can be returned to FLR for staff to resolve, for example if the complaint is about what a said rather than about the staff's behaviour being inappropriate). *Assign the CIC case to Adele Farr and send an email with <a href="#">the Complaint Escalation form</a> completed to 'Case Resolution Team' email address. Managers will be requested to assist the Case Resolution Team with the investigations.
ASB (excluding how ASB has been handled by a staff member)	Log at any stage (dependent on severity or history)	Area Manager (Stage 1) Case Resolution Team (Stage 2)*
Factoring	FLR	Email details to Maureen Law, Manager (Stage 1) Case Resolution Team (Stage 2)*

<b>Complaint About</b>	<b>Stages</b>	<b>Who handles</b>
Development	FLR	<p>Do not create a case. Record a CIC interaction using 'COMP' as the prefix in the description field.</p> <p>Email CSC Complaints with the details of the complaint and reference the CIC interaction number: &lt;CSC.Complaints@sanctuary-housing.co.uk&gt;</p> <p>Attach any relevant documentation to this email.</p>
Repairs	FLR	
Assets	FLR	
Estates Management	FLR	
Gas	FLR	
Service Charges/Income	Log at any stage (dependent on severity or history)	Local Office/CSC Team Manager /CIT Team Manager (Stage 1) Case Resolution Team (Stage 2)*
MSP/MP and Councillor Enquiries	N/A	All Councillor, MSP and MP enquiries should be passed in the first instance to the Director - Sanctuary Scotland or the Head of Housing.