

Feldon Housing Limited

Complaints Policy

June 2026

1. Introduction

- 1.1. Feldon Housing is committed to high standards of customer service. However, there may be occasions when we get things wrong. We welcome feedback and take any form of complaint seriously. We will try wherever possible to resolve a complaint to the customer's satisfaction. We always try to learn from complaints.
- 1.2. This policy explains how residents can make a complaint if they are not satisfied with our services and how their complaint will be processed.

2. Legal and Regulatory Requirements

- 2.1. This policy has been developed in line with the 2024 Housing Ombudsman Service's Complaint Handling Code.
- 2.2. We will operate our Complaints Policy in compliance with the Regulator of Social Housing's Consumer Standards 2024 including the Transparency, Accountability and Influence Standard 2024.
- 2.3. This policy also meets any legal obligation outlined in the following legislation:
 - Social Housing (Regulation) Act 2023
 - Housing Act 1996
 - Localism Act 2011

- Equality Act 2010
- UK General Data Protection Regulation (UK GDPR), which works alongside the Data Protection Act 2018.

3. **Scope**

- 3.1. This policy applies to all residents of Feldon Housing who have a legal relationship with us (i.e. are an applicant, tenant, leaseholder, or licensee) or is a former tenant/leaseholder of Feldon Housing who had a current relationship with Feldon Housing when the issue leading to the complaint arose.
- 3.2. This policy also applies to anyone who is affected by the services provided by Feldon Housing. However, the Housing Ombudsman will only investigate complaints made by residents who have or who used to have a legal relationship with Feldon Housing.

4. **Definitions**

- 4.1. **Complainant:** any resident who makes a complaint to Feldon Housing, whether this is made directly to Feldon Housing or through a third party.
- 4.2. **Complaint:** we use the Housing Ombudsman's definition. We define a complaint as:

An expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

We will treat expressions of dissatisfaction as complaints, even where the word 'complaint' is not used by the resident and apply this policy if this is the resident's preferred route.

- 4.3. **Service request:** a request by a resident for service, such as a request for a repair about a missed appointment or reporting issues such as antisocial behavior. If a resident expresses dissatisfaction with how their service request has been handled, it will be treated as a complaint.
- 4.4. **Complaints Officer:** The person responsible for managing residents'

complaints at Feldon Housing. At Feldon Housing this is the Housing Manager.

- 4.5. **Member Responsible for Complaints:** The person at Feldon Housing who leads on making sure this policy is implemented. This is a member of the Board.
- 4.6. **Housing Ombudsman Service:** The Housing Ombudsman Service is a government sponsored, independent body which investigates and resolves complaints about social landlords. The Ombudsman has powers to ask us to resolve complaints in a certain way, including putting things right and paying compensation to tenants. Residents can also contact the Housing Ombudsman at any time for general advice on making complaints about our services. The Housing Ombudsman's investigations are free to complainants.

5. Exclusions

In some cases, we will not investigate a matter through this complaints policy. Where this is the case, we will provide a full explanation of our decision and the reasons for it.

The reasons why Feldon Housing may not accept the complaint are listed below::

- 5.1. A resident is complaining about something that happened (or the resident was aware of the issue happening) 12 months ago or longer. However, we will look at each case separately and, in some cases, we may accept the complaint.
- 5.2. The complaint is not related to our services. Where the service being complained about is not delivered by Feldon Housing, we will do our best to advise residents which organisation they should contact.
- 5.3. Residents are making a request for services, such as reporting repairs or another issue or asking us to deliver a service for the first time.
- 5.4. Where legal proceedings have been started which are connected to the subject of the complaint. In these cases, we will take steps to keep the complainant informed but will not consider a new complaint.
- 5.5. The matter has already been dealt with as part of this policy and the

complaints have been closed at the final stage of our complaints handling process.

6 Accessible information and services

- 6.1. Feldon Housing aims to make it easy for anyone to make a complaint. Complaints can be made in any way that is convenient. This includes complaints made by phone, email, in person, or by letter.
- 6.2. This also includes another person or organisation of the tenants' choice supporting them in making the complaint or dealing with us on their behalf if that is the tenant's wish. This includes attending any meetings with Feldon Housing staff relating to the complaint. Where another person is acting on behalf of a tenant we will ask the tenant for permission, ideally in writing, and we will confirm that the matter will be treated in line with this Complaints Policy.
- 6.3. In line with the Equality Act 2010 we will adjust services, including communication methods, to meet the needs and preferences of residents so that anyone who wishes to make a complaint is able to do so. We will consider all requests made by residents to provide our complaints policy in different formats. We will record information about the reasonable adjustments we make for individual residents, so we can provide these adjustments again in the future.
- 6.4. Where we use social media, we will accept complaints through this channel.
- 6.5. We will keep residents informed throughout the complaints process and we will use the preferred communication method to do this. All written communication sent by us will be written in plain English.
- 6.6. Our website includes information on how to make a complaint. This Complaints Policy and process will be easily found and downloadable. We have provided all our tenants with a guide on how to make a complaint, and our complaints policy is available upon request in a printed version or in a different format where we are reasonably able to do this.
- 6.7. We will publish information on our website about how we are performing in managing complaints and show how we are meeting our legal obligations in complaint handling.

7 Roles and responsibilities at Feldon Housing Ltd

- 7.1. All our staff, Board Members, contractors, and anyone delivering services on our behalf are responsible for implementing this policy. We will provide regular training for anyone involved in managing complaints.
- 7.2. Our Head of Operations takes the role of “Complaints Officer.” They will:
 - Act sensitively and fairly.
 - Be trained to receive complaints and deal with distressed and upset residents.
 - Have access to staff at all levels to ensure the quick, thorough, and fair resolution of complaints; and
 - Have the authority and autonomy to act to resolve disputes quickly and fairly, including offering remedies which are proportionate and reflect the impact on tenants.
- 7.3. Our Board has appointed a Member Responsible for Complaints who ensures the governing body receives regular insights into complaint handling performance and champions a positive complaint-handling culture within landlord name. We will publish the name of our Member Responsible for Complaints on our website.

8. Complaints Procedure

- 8.1. Our complaints procedure meets the requirements of the Housing Ombudsman’s Complaints Handling Code 2024.
- 8.2. We operate a simple two-stage complaints procedure.
- 8.3. Residents can make a complaint however they wish to. This includes but is not limited to by phone, email, letter or in person. We will speak to the residents making the complaint to fully understand the reason for the complaint and what the resident is seeking as a resolution.
- 8.4. When a resident tells us they are unhappy with the service, we will give them the option to use our complaints process, whether or not they tell us they wish to make a formal complaint.

- 8.5. Where the issues being raised fall outside of this complaints policy, we will explain the reasons why, in writing.
- 8.6. As soon as we become aware of the complaint, we will immediately work on putting things right.
- 8.7. Where the matter being raised is a request for service, we will immediately work on dealing with this request. Where the resident is unhappy with the outcome of the service request we will raise this as a complaint and follow the complaints process set out in this policy.
- 8.8. Where the matter being raised does not fall within the scope of this policy, we will explain what parts of the complaint fall outside of this policy and provide advice on where to go for assistance.
- 8.9. Residents are able to contact the Housing Ombudsman at any time before, during or after a complaint has been investigated. Contact details for the Housing Ombudsman are provided at the end of this document.

Stage 1

- 8.10. **Logging and acknowledging the complaint**
- 8.11. When we first receive a complaint or expression of dissatisfaction, we will call the resident to understand what they are unhappy with and how we can put things right.
- 8.12. We will log the complaint and send the complainant an acknowledgement in writing within 5 working days (not including weekends and bank holidays). (Related complaints made while the initial complaint is still being investigated will be included as part of the initial complaint.) Where the complaint was made by a third party we will confirm when acknowledging that the matter will be dealt with through our complaints policy.
- 8.13. In the acknowledgement we will confirm what we believe the complaint to be about, the outcomes the resident is seeking and which parts of the complaint we are responsible for.
- 8.14. We will immediately begin working to put right the issue that led to the complaint, throughout the complaint investigation process. We will also continue to work towards resolving any outstanding service requests.
- 8.15. **Investigating and responding to the complaint**

- 8.16. This policy requires Feldon Housing to fully investigate and respond to the complainant within 10 working days after logging the complaint. However, in some complex cases complaints may take longer than 10 working days to resolve. Where this is the case, we will write to the complainant to explain the reasons why the investigation will take longer. We will agree with the resident suitable intervals for keeping them updated on the investigation. When writing to the resident, we will provide the contact details for the Housing Ombudsman Service. We will not extend the investigation any longer than a further 10 working days except in exceptional circumstances and with the agreement of the complainant.
- 8.17. Where additional related complaints are raised while we are investigating the original complaint, we will include the new issue in the investigation. We will keep the complainant fully informed about this. Where the additional complaint is not related to the original complaint we will log this as a new complaint and investigate this alongside the original complaint.
- 8.18. We will send the Stage 1 response letter once the outcome of the complaint is known. We will not wait until outstanding actions are completed if they have not been completed by the time the outcome of the complaint is known.
- 8.19. We will continue to keep residents informed on the progress of the actions we are taking, during and after the complaint has closed.
- 8.20. The Stage 1 response will address all points in the complaint in clear language and explain:
- The complaint stage.
 - The complaint definition.
 - The decision on the complaint.
 - The reasons for any decisions made including any relevant law or policy.
 - The details of any remedy offered to put things right.
 - Details of any outstanding actions.

- Details of how to escalate the matter to Stage 2 if the resident is not satisfied with the response.

8.21. We will always apologise where there has been a service failure and carry out any promised actions in discussion with the tenant.

Stage 2

8.22. If a resident is dissatisfied with the outcome of the complaint investigation at Stage 1, the resident can make a request for their complaint to be escalated to Stage 2. This is the final stage in the Feldon Housing complaints process.

8.23. The Stage 2 complaint review will be carried out by the Chief Executive or in their absence or if the complaint is about the Chief Executive, a Feldon Housing Director (Board Member).

8.24. Although the resident does not need to provide a precise reason why they wish to escalate their complaint, we will contact the resident to try and establish which part of the Stage 1 response they were not happy with.

8.25. Logging the Stage 2 escalation request

8.26. The request to escalate the complaint to Stage 2 will be logged and an acknowledgement will be sent to the resident within 5 working days.

8.27. In the acknowledgement we will confirm what we believe to be the reason for both the original complaint and why the escalation to stage 2 has been requested, the outcomes the resident is seeking and which parts of the complaint we are responsible for.

8.28. Reviewing and responding to the complaint at Stage 2

8.29. The Director will review the case and provide a written response to the resident within 20 working days of the request to escalate. Where the matter is complex a longer time may be required. We will never extend the complaint beyond 20 working days without good reason. In these cases, we will contact the resident to fully explain the reason why more time is needed and agree a new timescale. We will also agree with the resident

suitable intervals for keeping them updated on the investigation. When writing to the resident about the extension, we will provide the contact details for the Housing Ombudsman Service.

- 8.30. This is the final stage of our complaints process.
- 8.31. We will send the Stage 2 response letter once the outcome of the complaint is known. We will not wait until outstanding actions are completed if they have not been completed by the time the outcome of the complaint is known. We will involve all relevant staff before making the decision. We will continue to keep residents informed on the progress of the actions we are taking, during and after the complaint has closed.
- 8.32. The Stage 2 response letter will be written in plain language and contain the following information:
- The complaint stage.
 - The complaint definition.
 - The decision on the complaint.
 - The reasons for any decisions made including any relevant law or policy.
 - The details of any remedy offered to put things right with an apology, following agreement with the resident. This will include when we will take actions to put things right.
 - Details of any outstanding actions.
 - Details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied.

8.33. **Housing Ombudsman Service**

8.34. Once our complaints procedure has concluded, residents can refer the matter to the Housing Ombudsman.

8.35. Residents can contact the Housing Ombudsman:

By visiting their website [Free for residents | Social housing | Housing Ombudsman Service](#) and completing their online complaint form

- by phone 0300 111 3000. Monday to Friday 9am to 5pm, except for Thursdays where the lines are open from 9am to 3.30pm.
- by writing to Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

9 Managing Unacceptable or Persistent Behaviour

- 9.1. We have a separate process for dealing with complaints which meets our definition of "unreasonable complaints" and "unreasonable persistent complaints".

10 Support Agencies

- 10.1. If residents would like to receive support from an independent Support Agency such as Citizens Advice, Shelter, and Age UK, we will do our best to assist residents.

11 Confidentiality

- 11.1. We will comply with the requirements of the data protection laws.

12. Guidance for Contractors

- 12.1. This policy requires any contractor providing services on our behalf to:
- Record and respond to customer complaints within the timescales detailed in our internal complaints process.
 - Provide us with any information relating to a complaint upon request.
 - Assist us with investigating complaints where appropriate.

13. Learning from complaints

- 13.1. We aim to learn from complaints and use this information to improve how we work. We will record and monitor every complaint and will regularly review the register of complaints received to identify themes and continuously improve how we handle complaints and deliver our services.

We will share with residents how learning is being applied.

- 13.2. The Board will receive regular reports about the volumes of complaints received, at which stage they were resolved, and any trends or themes within the complaints.
- 13.3. In addition, we will proactively monitor the effects of its complaints procedure. Areas to be monitored will include:
 - Total number of complaints received.
 - Nature of complaints (e.g. repairs, anti-social behaviour, estate issues, contactor issues etc.
 - Percentage of complaints resolved at the first stage of the internal process.
 - Percentage of complaints resolved at the second stage of the internal process.
 - Performance in responding to complaints within the policy timescales.
 - Percentage of complaints escalated beyond the internal process.
 - Compensation paid.
 - Residents' satisfaction with the complaints handling process.
 - Lessons learned.

14. Training and Promotion

- 14.1. We will publicize this policy to our staff, third party agents and tenants through:
 - Providing a copy on request
 - Our website; and
 - Policy briefings and training.

15. Policy Management

- 15.1. The Board is responsible for ensuring this policy is kept up to date,

implemented, monitored, and evaluated.

- 15.2. The Board is responsible for appointing a Complaints Lead Officer and Member Responsible for Complaints.
- 15.3. This policy will be reviewed every two years or more frequently when there is a change in circumstances, in work practices or the introduction of new legislation.

16. **Background Documents**

- 16.1. This policy should be read in conjunction with the regulatory documents listed below:
 - The Regulator of Social Housing's Regulatory Standards
 - The Housing Ombudsman's Complaint Handling Code (2024)

Get in touch with Feldon Housing:

By phone 0203 740 7866

Email info@feldonhousing.co.uk

Letter – write to us at Feldon Housing Ltd, Level 5a Maple House, 149 Tottenham Court Road, London, United Kingdom, W1T 7NF

In person – call the above phone number to make an appointment

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