

Scope:

Covers the steps necessary to take and investigate a complaint to the company concerning any element of their service offered to clients and which falls within the Integrated system covering areas of Quality, Environmental or Health & Safety. To ensure that all complaints are efficiently dealt with and that corrective action required is undertaken. Our aim is to respond to all complaints as quickly as possible, ideally within **7 days** although due to the complexity of some complaints our target is to respond and resolve all complaints in writing within **15 days of receipt**.

Responsibilities:

It is the responsibility of the Directors to ensure that complaints are recorded and actioned. Complaints officers are responsible for dealing with complaints.

Records:

All relevant communication received from the person complaining or Local Authority will be kept on file relating to the issue forming the basis of the complaint. This is inclusive of records of any communication made by Theori Investments.

Procedure

- 1.1 Complaints can be considered as communication received by phone, e-mail, fax, post, in person or via a property inspection/repairs/maintenance
- 1.2 A complaints e-mail address is in place for external parties to utilise (complaints@theori.co.uk) which is a shared mailbox for complaints officers and the general manager to access
- 1.3 The complaint shall be acknowledged immediately where possible (ideally within 72 hours)
- 1.4 The complaint shall be recorded:
 - 1.4.1 Within the complaints form (F20) and placed within the relevant complaint folder
 - 1.4.2 Within the 'Act' system in **“bold”**
- 1.5 The complaint will be investigated by a Complaints Officer who shall gather evidence and liaise relevant parties to determine its cause and determine whether corrective action is needed and mutually agree actions required
- 1.6 This may involve communication with a specific department who are resolution
 - 1.6.1 Where the complaint is made about the actions of a specific employee or part of the company, the General Manager or a Director shall investigate the complaint
- 1.7 Where necessary, property inspectors maybe deployed to inspect the property/issue(s) arising and report findings inclusive of any evidence such as photographs
- 1.8 As per the nature of the complaints, corrective/preventative action shall be carried out as required which may include deployment of maintenance/repairs teams, contact with the landlord or alternative accommodation (as a last resort)
- 1.9 The complainant, and Local Authority where applicable, will be kept up-to-date throughout the resolution process until the complaint has been resolved
- 1.10 Where the initial issue has not been resolved successfully, the complain will be escalated to the General Manager who shall review the actions taken and follow the above process

- 1.11 If still not resolved, the complaint will be forwarded to a Director who may take further action such as arrange a meeting with relevant parties or discuss mediation
- 1.12 Where a complainant is not satisfied with the response a final view point letter/deadlock letter will be issued and the complaint will be referred to the relevant ombudsman, of which Theori is a member.
- 1.13 TPO's details are as follows:
- The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
- 01722 333 306
- admin@tpos.co.uk
- www.tpos.co.uk
- 1.14 A consumer has 12 months from the date of our final viewpoint to refer a complaint to TPO, including any evidence to support their case.
- 1.15 The General Manager has the scope to raise an internal CAP (Corrective Action Plan) should there be any significant trends i.e. complaints frequently relating to the same issues
- 1.16 The complaints shall be regularly reviewed by a Director/General Manager (typically ever quarter) to ensure closure and for the purpose of client/Local Authority reporting, as necessary
- 1.17 The completed complaints form shall be stored within the relevant complaints folder for reference
- 1.18 An overview of all complaints is analysed during Management Reviews

NOTE: Some complaints received may not necessarily be complaints regarding Theori but more requests for maintenance and/or repairs which are recorded for the purposes of monitoring in accordance with Local Authority requirements. Analysis of complaints may take this into account as necessary.