

Discretionary Payment Procedure

Policy Owner		Director of Customer Engagement
Approved Date		1 September 2020
Review Date		1 September 2023
Legal Advice From		----
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Purpose

Our aim is to provide you with outstanding customer service, however we understand that occasionally things can go wrong. At times it may be necessary to make either a payment of compensation; a discretionary payment or goodwill gesture in order to put things right. Your request for payment will be assessed on a case by case basis.

1. Definition

Our definition of a payment: ***“to make amends for the inconvenience caused and to minimise the level of dissatisfaction that you may feel as the result of a service failure”*** This means that we will assess all requests and do our best to come to a fair and reasonable decision.

2. Our Commitment

- We will learn from all payment requests and improve the services we deliver;
- We will act in a fair and understanding manner when dealing with your request;
- We will communicate with you clearly and keep you informed;
- Where appropriate we will offset any rent debt unless it is for out of pocket expenses;
- We will assess all requests except those for personal injury or contents insurance.

You can contact us in a way that is convenient for you within 6 months of a service failure. We will work with you to come to a fair and reasonable outcome, however should you remain unhappy, you may raise a complaint.