

Legal and General Affordable Homes

Making a Complaint

What is the Legal and General Affordable Homes Complaint Policy?

The Legal and General Affordable Homes (LGAH) Complaint Policy is designed to ensure that where customer experience is poor, that customer dissatisfaction is resolved effectively and in such a way that it restores the customers trust in LGAH and its partners.

LGAH defines 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”

However, there are certain things that we will not accept as a complaint

- The issue giving rise to the complaint is more than six months old
- The matter subject to ongoing legal action
- A matter that has already been handled under our policy
- Complaints of Anti-Social Behaviour
- Complaints relating to GDPR legislation
- The expression of dissatisfaction may fall beyond the scope of our responsibilities.

How will Legal and General Affordable Homes Handle Complaints?

Expression of Dissatisfaction

LGAH and its partners will operate systems which allow customers to easily let us know when dissatisfaction has occurred.

We ask that you always contact you Management Provider in the first instance to let them know if you are not satisfied.

Where any member of the LGAH team, or one of our partner organisations, is made aware of a customer expressing dissatisfaction they will, **within two working hours**, contact the customer to discuss the issue and to try and resolve the matter to the customers satisfaction.

It is LGAH's primary intention that the vast majority of customers who experience a service failure and dissatisfaction are managed proactively and in such a way as to not need to make a formal complaint. Fundamentally LGAH believes that through a rapid intervention and a commitment to deliver what has been promised, the majority of customers will be pleased.

Stage 1 Formal Complaints

In certain circumstances where the impact on the customer is significant causing material stress or inconvenience, where there's confusion about the circumstances that caused dissatisfaction or there are wider issues potentially including a breach of regulation, standard, or legislation then LGAH understands a formal investigation may be required.

Critically where a customer makes a request for formal complaint, then it will be logged as such.

Stage 1 complaint will be managed by a member of the Management Provider's team or a member of the LGAH team. This person's first task will be to talk to the customer to acknowledge the issue and make sure they understand the full detail of the dissatisfaction.

An investigation ~~will~~ should ***never last longer than five working days***. However, if for any reason the investigation needs to longer, this must be with the agreement of the customer, and approval of LGAH.

All formal complaint investigations and the resulting correspondence and findings will be reviewed by the Operations Director of LGAH in order to ensure that the speed and quality of investigation are acceptable, and that the resolution provided to the customer is in keeping with our policy.

Stage 2 Escalated Formal Complaints

Where a customer is not satisfied with the response to an initial stage 1 complaint, they have the right to escalate the matter. Where an escalation occurs, this will be treated as a Stage 2 complaint and will be handled by a member of the LGAH team.

If the Stage 1 complaint was handled by a member of LGAH staff stage 2 will be escalated to a more senior member of the team.

This stage should ***never last longer than ten working days***.

Housing Ombudsman

If the customer remains dis-satisfied following our response to a stage 2 complaint and wishes to escalate the matter beyond this point, then LGAH and its partners will direct the customer to the Housing Ombudsman, a free and impartial service, providing their contact details in the summing up of the stage two response.