

Complaints process and Compensation for residents of St John's Winchester

We hope you see that we are working hard to deliver a good standard of service in both the almshouse and the privately rented portfolios. We understand that sometimes we may not get it quite right and if this happens, we will investigate what happened, listen, learn and take prompt action to put things right. We have engaged the Housing Ombudsman scheme and developed a complaints process in line with their policies and procedures.

About the policy

St John's Winchester (SJW) defines a complaint as *'An expression of dissatisfaction, however made (either verbally or in writing), about the standards of service, action or lack of action by SJW or its staff, or those acting on its behalf affecting an individual resident or group of residents, or their representative where such complaints cannot be resolved at the point of service delivery.'*

How the process will work

SJW regards compliments and complaints as a positive source of feedback and as learning opportunities that will enable us to be more responsive to you.

Complaints will be accepted in a number of ways, including:

- by telephone.
- face to face.
- by letter.
- by email.
- via social media.
- via a Councillor or MP or other relevant third party (e.g. Family member, Housing Ombudsman or consumer rights organisation).

What will happen when I make a complaint?

Any resident wishing to make a complaint to SJW will be able to ask for the issue to be considered as a formal complaint.

On receipt of a complaint the relevant Director will be notified and within 5 working days we will aim to clarify the complaint, clarify the outcome sought, provide support where needed, explain the process and confirm whether the outcome sought is unrealistic or unreasonable. We aim to provide you with a full response, including the course of action, within 10 working days, this is **Stage 1** of SJW's complaints process.

You have the right to ask for a further review if you are not satisfied with the outcome.

In **Stage 2** of the complaint process you should state:

- What specific parts of your original complaint we have not investigated?
- What part of our response do you disagree with and why?
- What would you like the outcome of your complaint to be? (What would you like SJW to do?)

Your comments will be reviewed by a panel consisting of 3 members of SJW's Board.

What if I'm not happy with how SJW handles my complaint?

If you remain unsatisfied at the end of this process then you may refer matters to the Housing Ombudsman (HO) and a link to their complaints procedure may be found on our website; the HO may be contacted at any time during this process on either **0300 111 3000** or via email **info@housing-ombudsman.org.uk** for free and impartial advice.

Once resolved it may be appropriate to make a payment of compensation, the levels of which are determined by the HO. Our full policy and compensation schedule may be found on our website.

Compliments are also welcome and of equal importance in helping us meet the needs of the SJW community.

St John's Winchester is registered in England & Wales. Company Number: 10903970
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