



Complaints Handling Procedure

October 2025

If things go right, we like to hear it. We can learn from that to improve our services. We also want to know if something goes wrong. We can learn from that too.

This leaflet includes a complaints' form and tells you what you can expect from us when you make a complaint. If you want to know more about other ways of giving us feedback, you can read more on our website, or ask for a hard copy of our Comments, Compliments and Complaints Policy.

We will make reasonable adjustments that may help you access and use our services.

Please contact us if you prefer to learn about this leaflet or any of our other documents and processes in a different way.

Giving Us Feedback

Most problems are best resolved by a prompt, informal discussion, but it is easier to resolve problems if you contact us quickly. In the first instance contact a member of staff. They will try to resolve any problems on the spot. If you do not feel comfortable talking to a member of staff, you can raise a concern in person or over the phone, in writing, or through our email.

When talking to staff, we will ask if you believe your concern is grounds for a complaint and remind you of this complaints' procedure booklet and form. We log all expressed concerns as comments, so we know when issues were first raised and what action was taken to resolve it.

When there is a concern about crime, abuse of a vulnerable person, or an important health and safety issue, your complaint will also be reported to the appropriate authority.

If you do not want to give us your details, we will log your concern as an anonymous comment, but we will not be able to investigate further or respond to you.

What is a Complaint?

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of services provided by us or on our behalf.

Your complaint may involve more than one of our services.

If you want to know our full definition of a complaint, you can find this in our comments, compliments and complaints policy. You can ask any member of staff for a copy or request a copy via email by letting us know at **info@purplehouse.co.uk**

What can I Complain About?

You can complain about things like:

- delays in responding to your enquiries and requests
- repeatedly failing to provide a service
- repeatedly failing to meet our standards of service
- dissatisfaction with our policies and procedures
- treatment by, or attitude of a member of staff

What Can't I Complain About?

There are some things we can't deal with through our complaints' procedure. These include:

- a routine first-time request for a service, for example reporting a problem, a fault that needs to be repaired, or initial action on antisocial behavior.
- our policies and procedures that have a separate right of appeal.
- issues that are in court or have already been heard by a court or a tribunal If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.

Who Can Complain?

Anyone can make a complaint, including a representative of someone who is dissatisfied with our service. Please also read the section on 'Getting help to make your complaint'.

How Long Do I Have To Make A Complaint?

Normally, you must make your complaint **within 12 months** of the event you are complaining about. In exceptional circumstances, we may be able to accept a complaint after the time limit has passed. If you feel that the time limit should not apply to your complaint, please let us know why.

How Do I Make A Complaint?

If you want to make a complaint, you can complete the form in this booklet or write to us. Please ensure the form or your letter is signed as no formal action will be taken in response to anonymous complaints.

When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you would like us to resolve the matter.

Send the form or letter for the attention of the **Compliance Officer**, to: **Preston Road Women's Centre, 185 Preston Road, Hull, HU9 5UY**

Alternatively, you can email the form or letter, to info@purplehouse.co.uk for the attention of the Compliance Officer.

We will acknowledge receipt of a complaint by letter within **5 working days**. We will always tell you who is dealing with your complaint and keep you regularly informed about the process.

After a full investigation, we will reply to your complaint within 10 working days. Where there is a delay, for example, if we are waiting for information from a third party, or need to monitor contractor performance, we will write and explain the reason for the delay.

Our formal response will include a summary of our findings and actions proposed. If you also need our response in an alternative format, we can provide this on request.

Stage 2 - Escalation

If you feel we have not resolved your complaint at Stage 1, you can ask for it to be escalated to a Stage 2 complaint. You need to do this within 28 days of getting our formal response to

our investigation. You will get acknowledgement of the escalation from a senior manager or the new assigned Complaints Handler **within 5 working days**.

During Stage 2 the details of your original complaint, the results of the investigation and the Service's response will be reviewed by a panel of senior managers.

You will be offered:

- copies of the investigation papers provided to the panel
- opportunity to add additional information and comments.

The panel will then arrange a meeting to review your complaint **within 10 working days** of escalation. If this is not possible, we will explain the reason for the delay.

You will be invited to this panel meeting and present your case in person. If you choose to do so, you can have a friend, relative or advocate present. After further discussion, a senior manager from the panel will then write you a formal response in the form of a letter, no later than **10 working days after** the Panel meeting.

If you choose **not** to attend the panel meeting, we will aim to send a formal response in the form of a letter, no later **than 10 working days**

What Is In The Formal Response Letter?

This letter will contain a full response to every aspect of your complaint:

- a summary of the findings
- proposed actions to rectify your specific scenario, and who will be responsible for those actions.
- explanation for when we cannot meet your expectations, for example, where things are outside of our control, if this would be against the law or where we are bound by the Regulator for Social Housing requirements.

Because this letter concludes our internal complaints handling process, it also reminds you of your right to refer your complaint to external organisations and how to do so.

If you prefer, we will provide our response in an alternative format also or explain the contents of the letter in person.

Learning From This Process

Once your complaint is closed, we may ask you about your experience of this complaints handling process.

What If I Remain Dissatisfied?

At the end of our internal process, we will remind you of how to refer your case externally, however, you can contact the Housing Ombudsman Services directly at any time for advice.

The Housing Ombudsman's service investigates disputes between tenants and landlords about any housing issues, but predominantly whether landlords adhere to the complaints handling code and their own policy and procedures, which vary from landlord to landlord.

You can contact this service by letter, phone, or via their website:

Housing Ombudsman Service Exchange Tower, Harbour Exchange Square LONDON, E14 9GE

Tel. 0300 111 3000 or www.housing-ombudsman.org.uk

The Housing Ombudsman may not get involved:

- If more than 12 months have passed since you first became aware of the matter that you are complaining about.
- If the matter does not affect, or causes injustice, to you personally.
- If you have a right to appeal or take legal action, and it is reasonable for you to have done so, the Ombudsman may not investigate the complaint.

If it involves issues that affect many people within an area. These should be directed to the Regulator for Social Housing

Reporting a Significant Performance Failure to the Housing Regulator

A significant performance failure is something that we do, or fail to do, that puts the interests of all our tenants at risk. Significant performance failures are not between one individual tenant and their landlord and are therefore not dealt with through this complaints' procedure.

If you are affected by a problem like this, you should first report it to us. If you have told us about it but we have not resolved it, nor informed you of planned actions, you can report it directly to the Regulator of Social Housing.

The Regulator also has information on their website:
<https://www.gov.uk/guidance/information-for-tenants>

Housing Related Support Complaints

If your complaint is about support services for which you were referred to us by the council, you can:

- Visit <http://www.hull.gov.uk/support-adults/carers/adult-social-care-feedback-and-complaints>
- call 01482 300300
- send your complaint in writing to the Contact Coordinator, Adult Social Care, Strategic Service Development Team Warehouse 8, Guildhall Road Hull, HU1 1HJ.