



A GUIDE TO THE PCH COMPLAINTS PROCESS



HOW CAN I MAKE A COMPLAINT?

You can make a complaint in a variety of ways:



On our website form



On social media



On MyPCH



By calling



In person



By writing to us by letter, email, or text

Our complaints procedure is split into two stages. We will try to resolve your complaint in stage one, if we don't, you can escalate it to stage two. You can contact the Housing Ombudsman at any point, however, they will not consider your complaint until you have completed our internal complaints procedure.

STAGE 1 COMPLAINTS

1 What happens when I submit a complaint?

Your complaint will be acknowledged within five working days, then an investigating officer will contact you two days after your complaint has been acknowledged. This can be over the phone, in person, by email or text to introduce themselves and ensure they

have all the correct details regarding the complaint to enable them to investigate.

If we can resolve your complaint at this point, we will close the case with your agreement and confirm this in writing.

2 Is my complaint resolved at this stage?

If we were not able to resolve your complaint when we made contact with you on day 2, further investigation will be carried out by the investigating officer.

We will look to provide you with a full response within 10 working days,

where this isn't possible we will provide an explanation and let you know a date that we will provide you with a response.

This will not be more than 10 further working days.



If you raise additional related complaints during the investigation, we will respond to these in your Stage 1 response letter.

Where the issues are unrelated or the response letter has been sent, we will log the issues as a new complaint.

3 Is my complaint resolved at this stage?

The complaint response will advise that if you are not satisfied with our response, you should inform us within one month to escalate your complaint to Stage 2 of our internal complaints process.

STAGE 2 COMPLAINTS

Residents are not required to explain their reasons for requesting a stage 2 consideration. PCH are expected to make reasonable efforts to understand why you remain unhappy as part of its stage 2 response.

The investigating officer reviewing the complaint will be different to the member of staff that dealt with the issue at Stage 1 to ensure an independent review.

1 What happens next?

Your stage 2 complaint will be acknowledged within 5 working days and we will respond within 20 working days of this acknowledgement.


If we need to investigate further we will let you know and give you a date when the complaint response will be received. This will not exceed another 20 working days.


2 Is my complaint resolved at this stage?

The complaint response will advise that you have completed our internal complaints procedure and if you are still not satisfied you may contact the Housing Ombudsman to pursue the matter further outside of the PCH internal complaints process.

 www.housing-ombudsman.org.uk

 info@housing-ombudsman.org.uk

 0300 111 3000

 **Housing Ombudsman Service,**
PO Box 1484,
Unit D,
Preston,
PR2 0ET



COMPLAINTS TIMELINE

1 Stage 1 complaint submitted

An investigating officer will acknowledge your complaint

Within five working days



2 Initial response

An investigating officer will contact you to discuss your complaint. If we can resolve your complaint at this point, we will close the case with your agreement.

Within two working days



3 Further investigation

If your complaint isn't resolved, further investigation will be carried out by the investigating officer.

We will provide you with a full response to your complaint after the investigation is completed.

Within 10 working days



4 Continued investigation

Where it's not possible to provide a response within 10 working days, we will provide an explanation and let you know a date that we will provide you with a response.

Within 10 working days

5 Escalate your complaint

If you are not satisfied with our response, you'll need to inform us within one month so we can escalate your complaint to Stage 2.

Within one month



6 Stage 2 complaint submitted

A different investigating officer will acknowledge your complaint

Within five working days



7 Stage 2 response

The investigating officer will provide a response to your complaint.

Within 20 working days



8 Further investigation

If we need to investigate further we will let you know and give you a date when the complaint response will be received.

Within 20 working days



9 Escalate your complaint

If you are still not satisfied you may contact the Housing Ombudsman to pursue the matter further.

Within 12 months



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