



Group Complaints and Feedback Policy

June 2021

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4.0	Health check	10th June 2021	Heads of Service	June 2022
3.0	Health check	4 th May 2017	Heads of Service	May 2018
2.0	Annual update	3 rd March 2016	Heads of Service	March 2017

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1. Our policy is.....

- 1.1 At Ongo, we do our best to get things right and provide an excellent level of service. However, we recognise that things can go wrong and that there may be reason to complain.
- 1.2 We welcome all feedback to ensure that we improve our services and implement the learning from complaints and other feedback to avoid similar problems in the future.
- 1.3 We recognise any dissatisfaction with the level of service you receive as a complaint. However, if we can help resolve your problem straight away we will, without you having to make a formal complaint.
- 1.4 We have made the complaints process as easy as possible for our customers.
- 1.5 Your complaint will be resolved quickly and completely and we will listen to you to understand fully what your complaint is about.

2. It applies to.....

- 2.1 All customers and clients accessing services through Ongo Communities, Ongo Recruitment, Ongo's Employment Support Service or any of our Corporate Services and those who may have been affected by a service we have provided.
- 2.2 Only our colleagues and companies providing a service on behalf of Ongo Communities, Ongo Recruitment, Ongo's Employment Support Service or any of our Corporate Services are included in this policy. We cannot take complaints that are outside of our control (for example, complaints about other companies, government policy).

3. This policy does not apply...

- 3.1 It does not apply to Ongo Homes – any complaints relating to customers of OH or those who may have been affected by a service provided by OH or anyone working on behalf of OH will be dealt with under the OH Complaints and Feedback Policy.
- 3.2 It does not apply to our commercial businesses, Ongo Roofing (trading as Ashbridge Roofing Solutions Ltd.) and Ongo Heating and Plumbing (trading as Hales and Coultas Ltd.). Any complaints relating to the commercial businesses will be dealt with under the Commercial Complaints Policy.
- 3.3 We will only look at complaints if they are within 2 months of when you first became aware of the problem, unless:
 - It is a reoccurring issue that has not been resolved
 - It is a safeguarding or health and safety issue
 - If there are exceptional circumstances that prevented you from telling us about the complaint (i.e. hospital stays or seeking additional advice and / or support from professional organisations)

4. Making a complaint...

- 4.1 We will make every effort to resolve any expressions of dissatisfaction in an informal way when you first contact us and will try to find quick resolutions to resolve your complaint.
- 4.2 If we cannot resolve your complaint when we first speak with you or you feel that a formal complaint should be made, we will let you know who will be dealing with your complaint and agree a preferred contact method and your availability for them to make contact with you.
- 4.3 A representative can deal with your complaint on your behalf, and you can be represented and / or accompanied at any meeting with us where this has been requested or offered and where this is reasonable.
- 4.4 We can only resolve your complaint if you provide us with all the relevant information and are clear about what you want us to do to resolve the matter. We cannot investigate anonymous, unsigned complaints but these may be kept on record.
- 4.5 Complaints can be made through all communication methods which include social media platforms made directly to Ongo newsfeeds or pages. When a complaint is made through social media, we will endeavour to resolve the issue at first point of contact. Should we need further information we will ask you to discuss the complaint in a private setting to ensure your privacy and confidentiality is maintained.
- 4.6 We will not investigate complaints where a complainant's behaviour is abusive or threatening in line with our Unacceptable Behaviour Procedure.
- 4.7 There are some customers that make unreasonable demands on our time and make repeat unreasonable or unjustified complaints about the same problem. This behaviour impacts on our ability to provide a high level of service and can disadvantage other customers. Where a customer makes repeat complaints, we will discuss with the customers in the first instance and if the unreasonable demands continue, we reserve the right to stop the complaint investigation and close the complaint in line with our Unacceptable Behaviour Policy. Depending on the circumstance, the customer may be referred to a support service or contact will be restricted to a named person or method of contact. In reaching any decision in this regard OH will have regard to the provisions of the Equality Act 2010.
- 4.8 Complaint Investigation**
 - 4.8.1 We will acknowledge your complaint during your initial contact and let you know who will be dealing with your complaint.
 - 4.8.2 Your complaint will be investigated and completed within 10 working days. If we are unable to do this, we will inform you giving you the reasons why and we will agree a new date to complete your complaint.

4.8.3 We will keep you informed throughout the investigation.

4.8.4 We will discuss the findings with you before reaching a formal decision. We will try to find a solution to make the matter right where this is possible and when you can expect the matter to be fully closed. We will provide you with a written summary of our decision.

4.9 Complaint Appeals

4.9.1 If you are unhappy with the outcome or handling of the complaint, you can ask for your complaint to be looked at again, providing reasons for this request.

4.9.2 We will let you know who will be dealing with your complaint and the appeal will be completed and communicated to you within 14 working days of you asking for your complaint to be escalated. You will be kept informed throughout the appeal investigation and, if necessary, we will agree any extensions to timeframes with you.

4.9.3 The findings of the appeal will be discussed with you and if relevant, we will agree with you what we will do to make the matter right and when you can expect the matter to be fully closed.

4.10 This is the end of our formal complaints process.

4.11 Although we will make every effort to resolve your complaint, if you are still unhappy with the outcome it would be your responsibility to instigate formal legal proceedings or to make contact with an external trade body, where appropriate to take the matter further.

5. Making sure we do what we say.....

5.1 Our customer facing staff and those involved in complaint investigations will receive full complaints training, with periodic refresher training.

5.2 Each manager will receive regular reports on complaint handling in their service area.

5.3 We will monitor that we keep to agreed timescales through various performance reports to our management teams.

5.4 We will monitor that we have kept you informed, resolved your complaint fully and how happy you are with the handling of your complaint. We will do this via a satisfaction survey carried out by an independent body. This information will be reported to our management teams.

5.5 We will report on our performance and how we have improved our services through complaints to our customers at least once a year.

6. We'll look at this again.....

6.1 In a year's time and then three-yearly after that. An earlier review will be completed if required.