



# Derwent fm/Derwent Students Compliments & Complaints Procedure

## Introduction

We want you to be happy with the services you receive and we want to know when we get things wrong. We aim to improve on what we do by building on our successes and learning from our mistakes by:

- Listening to your feedback and responding to the views of our customers.
- Dealing with complaints efficiently and effectively.
- Keeping customers up to date with the progress of their complaint.
- Being honest and open about the process in line with our equality and diversity policy.

We will ensure that the most urgent consideration is given to complaints relating to harassment and discrimination.

If we fail to deliver on our promises, you may want to make a complaint. This document sets out how you proceed with a complaint. If the complaint refers to Allocations or Termination of Tenancy, please refer to these policies in the first instance.

## Feedback

Derwent FM is keen to involve all customers in shaping the services we provide. Whether you provide this through surveys, focus groups or simply by email or social media, please feel free to make comments about the service we provide, or give suggestions about how we could improve. If you wish to become involved in our focus groups please inform a member of staff on site as we would welcome your participation.

## Compliments

When you have had an excellent experience of customer service, we would love to hear from you. Receiving praise for providing good customer service helps teams and individuals to improve and share areas of best practice (i.e Google reviews, focus groups and surveys).

## Complaints

A complaint is an expression of dissatisfaction, about the standard of service, actions or lack of action affecting an individual customer or group of customers.

## **What is the process for submitting a complaint?**

Where possible please raise your concern in person at reception or by telephone. Our staff on site will attempt to investigate and deal with the matter immediately. We recognise that many concerns will be raised informally and dealt with quickly. An informal approach is appropriate when it can be achieved, and this will not be raised as a formal complaint.

Should your complaint not be dealt with efficiently it can be progressed to stage one.

### **Stage One**

We will ask you to put your complaint in writing, either on paper or email, on receipt of this we will acknowledge that we have received your complaint and provide a reference number within two working days and will aim to provide you with a full response within 10 working days. If we cannot get back to you within that time we will explain why and tell you how long it will take.

### **Stage Two**

If you are not satisfied with our response, or if the previous stage has not been met, you can make a request for the complaint to be reviewed by a senior member of staff within Derwent FM who has not previously been involved with the complaint. All you have to do is let us know the reasons why you are not satisfied with the response you have received at the first stage and the outcome you would like from the complaint within 20 working days. A senior member of staff will confirm whether your complaint will be escalated to stage two. The facts and responses at the previous stages will be carefully reviewed and we will provide a written response within 10 working days. If longer is required, we will contact you to agree a new timescale.

### **Final Stage**

In the event that you still feel your complaint has not been treated fairly or correctly you can request that your complaint is passed to the Complaint Panel within Derwent FM. You will need to write to the Complaint Panel within 20 days of receiving the stage two response and outline why you believe we have not fulfilled our duty set out in our policies and procedures. The chair of the panel will confirm whether your complaint will be escalated to the panel or tell you if you have pursued the matter as far as you can with Derwent FM. The Panel will notify you of their decision within 10 working days. This is the final stage of the Derwent FM complaints process.

### **External Escalation Process - England**

Once our internal complaints process has been exhausted, if you are dissatisfied with the outcome, you may escalate the complaint to the Property Redress Scheme, which is a consumer redress scheme authorised by the Department for Communities and Local

Government and by the National Trading Standards Estate Agency Team to offer redress to consumers of Lettings, Property Management and Estate Agents. The main purpose of the redress scheme is to resolve or settle unresolved complaints from consumers who have suffered a loss as a result of the agent's actions. It is an alternative to using the Courts and the complainant must have exhausted our internal complaints process before contacting the redress scheme. You can raise a complaint using the Property Redress Scheme's complaint form, which can be found on their website. More information is available on their Guidance page at [www.theprs.co.uk/complaints](http://www.theprs.co.uk/complaints).

## **External Escalation Process – Scotland**

Once our internal complaints process has been exhausted, if you are dissatisfied with the outcome, you may escalate the complaint to the Property Redress Scheme, who are a national authorised consumer redress scheme. You can raise a complaint using the Property Redress Scheme's complaint form, which can be found on their website. More information is available on their Guidance page at [www.theprs.co.uk/complaints](http://www.theprs.co.uk/complaints).

Alternatively, you can contact the first-tier tribunal for Scotland (Housing and Property Chamber). Contact can be made through [www.housingandpropertychamber.scot](http://www.housingandpropertychamber.scot) where you can apply for a tribunal.

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