

## Complaint Procedure

### Introduction

Mears aims to provide good service. We recognise that sometimes things go wrong and customers may wish to make a complaint.

It is important to us that customers are able to express their views and that this feedback is used positively to improve the services we offer.

We welcome all feedback including complaints, compliments or comments from anyone who interacts with our business.

The Property Ombudsman's definition of a complaint is:

***“..dissatisfaction with a service, a failure to carry out an agreed service or action, failure to meet agreed timescales or failure to meet the standards promised.”***

A complaint may relate to a customer being unhappy because we have:

- Done something wrong or to a poor standard;
- Failed to do something we should have done;
- Treated someone unfairly or without respect; or
- Failed to meet our service standards, for example, replying to a letter within a given timescale.

The following will not be treated as a complaint:

- An initial request for information or an explanation of a decision made;
- Requests for a service e.g. a repair;
- Anonymous letters, although these may be investigated if they are a cause for concern;
- Reports of neighbour nuisance or disputes between neighbours. These are dealt with separately through our anti-social behaviour (ASB) policy, unless the complaint relates to how we have dealt with the matter;
- A complaint about a service where we have no responsibility, such as local authority nomination procedures;
- A claim for damages that should be handled as an insurance claim.

This procedure does not apply to complaints already being dealt with through other more appropriate channels such as:

- ◆ Where an appeal body or tribunal has been set up to deal with the issue;
- ◆ Matters which are subject to civil or criminal court proceedings unless there is good reason to do so;
- ◆ Complaints that have already been before a court or tribunal;
- ◆ Complaints about legal action, e.g.: Notice served to gain Vacant Possession.



## ACKNOWLEDGEMENT

All complaints will be acknowledged within three working days

Our complaints process has three stages:

### STAGE 1

Where we aim to resolve all complaints at this stage. This will be investigated by the appropriate manager who aims to respond within 10 working days.

### STAGE 2

If you are dissatisfied with the Stage 1 resolution, you will need put your reasons in writing and detail your preferred outcome. This will be escalated to the relevant Head of Service. We aim to respond within 10 working days.

### STAGE 3

Complaints not resolved at Stage 2 will be considered by a Director. We aim to respond within 10 working days.

Please address all complaints, compliments and comments to:

0330 678 0277

housing.management@mearsgroup.co.uk

#### Customer Success

Mears Housing Management  
Innova House  
Innova Park  
4 Kinetic Crescent  
Enfield  
EN3 7XH

We reserve the right not to escalate to further stages if we feel it has been resolved

We will not normally consider complaints that relate to things which happened over 12 months ago.

Our aim is for customers to easily provide feedback about the service. We also want our customers to know that staff will deal with complaints quickly and fairly. If we make a mistake, we aim to take practical action to put things right.

We appreciate the opportunity to prevent a complaint occurring and we will try to resolve matters informally and quickly.

If we are unable to resolve this informally you can choose to make a formal complaint. Our Complaints Form will be sent to you to complete.

There may be occasions where we require more time to investigate the complaint. In some circumstances, we may instruct specialist contractors or surveyors to provide information or professional opinion to assist the investigation.

If this is the case, we aim to inform the complainant, with an updated timescale, when a full response will be sent.

Whilst we will always listen to the content of your complaint, we will not always be able to address issues with our terms of business, such as the content of a tenancy agreement or lease.

We will not accept aggressive or abusive behaviour and when such behaviour is considered unacceptable, we may need to review the way we communicate with you.

#### When the complainant remains dissatisfied

If a customer remains dissatisfied with the outcome of their complaint having exhausted the internal complaints procedure, the customer will be advised of the following options for pursuing the matter.

#### The Property Ombudsman (TPO)

We subscribe to The Property Ombudsman. TPO will not normally consider a complaint unless it has gone through all stages of our complaints process. If it is felt that the Complaints Panel has not satisfactorily resolved the complaint, the complainant has the right to take their complaint to The Property Ombudsman. TPO will not consider complaints over twelve months after the decision of the Complaints Panel has been received, or if the complaint is outside their remit.

#### Equality & Diversity

We will ensure that this policy is applied fairly and consistently to all our customers. We will not directly or indirectly discriminate against any person or group of people because of their race, religion / faith, gender, disability, age, sexual orientation or any other grounds set out in our equality and diversity policy.

#### If you are not able to feedback to us directly or are not satisfied with the response/timeliness of resolution

Contact the Mears Group Customer Success Hub by telephone on 0870 607 1400 or use the "contact us" page on our website at [www.mearsgroup.co.uk](http://www.mearsgroup.co.uk)

Alternatively you can write to Customer Success 1390 Montpellier Court, Gloucester Business Park, Brockworth, Gloucester, GL3 4AH