Aspect Housing

Aspect Housing Complaints Policy

Version: 2.0

Date: May 2026

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1. Purpose

Aspect Housing is committed to providing high-quality housing and support services. This Complaints Policy aims to ensure all tenants, service users, and stakeholders can raise concerns, complaints, or dissatisfaction regarding our services, and that these are handled promptly, fairly, and consistently.

2. Definition of a Complaint

A complaint is defined as any expression of dissatisfaction, whether oral or written, regarding Aspect Housing's service, actions, or lack of action, which affects the service user.

Service Request vs. Complaint:

A request for a service (e.g., the first report of a repair or anti-social behaviour) is not a complaint. It becomes a complaint if we fail to deal with the request within our published timescales or to the standard expected.

Complaints may include:

- The standard of service provided.
- Failure to follow procedures.
- Delays or lack of response.
- Behaviour or conduct of staff.

3. Scope

This policy applies to:

- All current tenants, licensees, and members of their households.
- Former tenants and licensees.
- Housing applicants.
- Neighbours or other residents impacted by our services.

- Representatives (e.g., friends, family, advocates) acting with the written consent of the complainant

4. Principles

Aspect Housing is committed to:

- **Accessibility:** Making it easy for tenants, service users, and stakeholders to raise complaints through multiple accessible channels including email, telephone, website, in person, and through a **QR code linked directly to an online complaints form**.
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- Aspect Housing also operates a **dedicated complaints telephone line**, where complaints will be logged and responded to within **24 hours**, depending on the nature and urgency of the complaint. Urgent complaints involving safeguarding, health and safety, or serious service failure will be prioritised immediately.

- **Timeliness:** Acknowledging complaints within 5 working days and resolving them promptly.

- **Transparency:** Keeping complainants informed of progress and reasons for any decisions·

- **Fairness:** Handling complaints impartially and objectively.

- **Learning:** Using complaints to improve services and prevent recurrence.

5. Complaints Procedure

Aspect Housing has a dedicated Customer Liaison Office (CLO) Department, which serves as the designated Complaint Handling Lead in accordance with the Housing Ombudsman Complaint Handling Code (April 2024).

The CLO Department is responsible for:

- Receiving and logging all complaints
- Acknowledging complaints within required timescales
- Coordinating investigations
- Ensuring learning outcomes are implemented
- Maintaining accurate complaint records
- Monitoring complaint handling performance

Governance oversight of complaint handling performance sits with the Operations Manager, who is responsible for ensuring compliance, accountability, and service improvement.

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Stage 1 – Initial Investigation

- **Acknowledgment:** We will acknowledge receipt of your complaint within **1 working day**.
- **Investigation:** The complaint will be allocated to a relevant complaints handler who will investigate the issues raised. We aim to provide a full written response within 5 working days (depending on the nature of the complaint).
- **Extension:** If the investigation requires more time (for example, to gather evidence from third parties), we will inform you and agree on a revised date, typically not exceeding an additional 10 working days
- **Outcome:** You will receive a written response detailing our findings, the decision, and any remedies or corrective actions taken.

Stage 2 – Escalation / Review

- **Escalation:** If you are unsatisfied with the Stage 1 response, you can request an escalation. This should ideally be done within **4 weeks** of receiving the Stage 1 decision.
- **Review:** A Senior Manager or a manager not involved in the first stage will review the complaint and how it was handled.

- **Response:** We will acknowledge the escalation within **2 working days** and aim to provide a full written response within **20 working days**.

6. Stage 3 – Independent Redress

If you have exhausted our internal complaints process (Stage 1 and Stage 2) and remain dissatisfied, you may contact an independent body. Depending on the nature of the tenancy and the provider, this will be either the **Property Redress Scheme (PRS)** or the **Housing Ombudsman Service**.

Property Redress Scheme (PRS)

Aspect Housing is a member of the Property Redress Scheme. If your complaint falls within their jurisdiction (typically private sector or agency services), you may contact them for an independent decision.

- **Website:** www.theprs.co.uk
- **Telephone:** 0333 321 9418
- **Email:** info@theprs.co.uk
- **Address:** Property Redress Scheme, Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH.

Housing Ombudsman Service

For social housing complaints, you may refer the matter to the Housing Ombudsman Service.

- **Website:** www.housing-ombudsman.org.uk
- **Telephone:** 0300 111 3000
- **Email:** info@housing-ombudsman.org.uk
- **Address:** Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ.

Residents may contact the Housing Ombudsman at any stage for guidance and support regarding their complaint.

7. Exclusions

This policy generally does not cover:

- Complaints regarding issues that occurred more than **6 months ago** (unless related to health, safety, or safeguarding).
- Matters where legal proceedings have already commenced.
- Insurance claims (e.g., personal injury or damage to belongings).
- Anonymous complaints, unless they raise serious safeguarding or safety issues.

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8. Record Keeping and Reporting

All complaints will be logged, monitored, and reviewed to identify trends, recurring issues, and opportunities for service improvement.

The CLO Department will conduct weekly complaints self-assessments to monitor compliance with the Housing Ombudsman Complaint Handling Code and assess complaint handling performance.

Weekly reviews will include:

- Complaint response times
- Complaint outcomes
- Escalation trends
- Service failures
- Lessons learned
- Required service improvements

Performance reports will be submitted to senior management and reviewed by the Operations Manager as part of governance oversight arrangements.

G. Registered Provider (RSL) Contact List

If your property is managed by Aspect Housing on behalf of a Registered Provider (RSL), you may also be able to raise complaints directly with them.

RSL Name	Address	Contact Number	Email
Reliance Social Housing	St Matthews Business Centre, Duddeston Manor Road, Birmingham , B7 4LZ	0121 200 8931	complaints@reliancehousing.co.uk
Ash-Shahada Housing Association	43/45 Coldharbour Lane, Camberwell, London, SE5 9NR	020 4581 7585	sap@ash-shahada.org
Easy Housing Association	Unit 8, 94 Spencer Street, Birmingham, B18 6DB	0121 328 8436	info@easyhousingassociation.co.uk

Sahara Housing Association	146 Hagley Road, Edgbaston, Birmingham , B16 9NX	0121 661 5050	enquiries@saharacic.com
Windrush Housing	10 Brindley Place,	0203 966 2320	support.birmingham@windrushhousing.com

RSL Name	Address	Contact Number	Email
	Birmingham , B1 2JB		
Parasol Homes	Oak House, Reeds Crescent, Watford, WD24 4PH	0330 120 2203	birmingham@parasolhomes.co.uk

10. Policy Review

This policy will be reviewed annually to ensure it meets regulatory standards and best practice.

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