**Complaints Policy**

St Michael Housing aims to provide an outstanding service and as part of this commitment, has adopted a policy and procedures which aims to resolve things effectively, timely and to the acceptance of the complainant, and the Society.

A complaint is a dissatisfaction of the service of St Michael Housing to its tenants or other clients. This is different to service requests. A service request is a request by a tenents requiring action to be taken to put something right. St Michael Housing aims to resolve these service requests quickly so that they do not turn into complaints. A complaint will arise when a tenant is unhappy with the response of their service request.

There are occasions where a matter will not be considered a complaint or escalation. These will include occasions such as where the issue is over 12 months old, if legal proceedings have already commenced or matters that have previously been dealt with under the complaints policy. If an issue is over 12 months old, St Micheal Housing may use discretion to accept the complaint.

St Michael Housing will deal with complaints promptly, fairly, and courteously and will be dealt with in confidence and wherever possible, within 12 months. The complainant will be kept informed at every stage and in accordance with the complaints procedure.

Complaints can be made by any channel (email, letter, telephone call etc.) and all complaints and outcomes will be kept on file. St Michael Housing aims to learn from any mistakes and will seek to improve its service to its tenants and clients.

Where a complaint is upheld, St Michael Housing will offer an apology and resolve the issues.

St Michael Housing appoints a member responsible for complaints (Complaints Officer) at all times and works to the Housing Ombudsman’s Complaints Handling code which can be found at [www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/](http://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/).

St Michael Housing will publish any update to this policy on the Company website found at [www.stmichaelhousing.co.uk](http://www.stmichaelhousing.co.uk)