



### **Complaints Exceptions**

There are some service areas and issues that sit outside of this complaints policy and therefore will be dealt with in a different way.

The following are some examples of how we might deal with things differently, or outside our main complaints policy.

### **ASB Complaints**

Complaints from a customer about anti-social behaviour from another tenant or resident will be dealt with under the terms of the Anti Social Behaviour (ASB) policy.

Any complaint received about the outcome of an ASB case will be dealt with through an ASB case review. This will be carried out by an officer, or manager with no prior involvement in the case.

The investigating officer will have different options available to them including reopening an investigation or taking other action. The reasons for their decision will be communicated and advice provided on how to seek review via a designated person, or the Ombudsman.

Complaints about the way a case has been handled, or the behaviour of a staff member will be dealt with through the normal complaints policy.

### **Commercial or Legal Complaints**

We may receive complaints that relate to matters of legislation over which Southway has no control (such as Right to Buy), or commercial services offered by Southway outside of its core landlord activities.

We will not ignore these complaints and we will ensure that you are advised on the most suitable way to deal with the issue.

If legal proceedings have commenced between a complainant and Southway it may not be appropriate for us to consider a related complaint (for example an insurance claim). We will advise you if that is the case.

## **Complaints about Financial Advice**

We offer a free debt advice service to our tenants. If complaints about this service cannot be resolved in line with this Policy, complainants will be advised of the opportunity to seek redress through the Financial Ombudsman Service, enclosing a copy of the Financial Ombudsman Services standard explanatory leaflet and the contact details of the Financial Ombudsman Service.

## **Complaints to the Regulator of Social Housing Standards**

We adhere to the consumer standards as set out by the housing regulator. The standards cover a range of issues around quality of accommodation and tenancy management.

Whilst the Regulator does not monitor compliance, tenants have the right to report alleged breaches for the regulator to investigate. Further details can be found by visiting:

[gov.uk/government/organisations/regulator-of-social-housing/about/complaints-procedure](https://www.gov.uk/government/organisations/regulator-of-social-housing/about/complaints-procedure)

## **Complaints about other organisations**

We work with a number of different organisations to provide services to our tenants. Should you have a complaint about their service we will investigate this. If for any reason is not appropriate to deal with the problem through our standard complaints process we will advise you of the best course of action

If we receive a complaint about people of organisations over which we have no control, we will signpost the complainant to the appropriate contact or, if appropriate, may act on their behalf.

## **Anonymous Complaints**

Southway will investigate and respond to all complaints even if the source is unknown. We will hold the outcome on file, but for obvious reasons will not be able to provide a written response to the complainant.

## **Unreasonable Complaints**

We will not normally accept complaints that relate to incidents that occurred over 6 months ago.

You have the right to contact the Ombudsman should you wish to challenge an instance where we are not prepared to consider a complaint.

Occasionally complaints are received from people who are unwilling to accept the outcome of an investigation, even after the complaints procedure has been exhausted. There are also some customers who persistently make complaints that are without foundation or that are simply beyond our capability to resolve.

All complaints will be considered carefully. If, however, the subject has already been dealt with effectively or the complaint is deemed unreasonable, the matter will be discussed with the appropriate manager and Director and dealt with outside the normal complaints procedure.