



COMPLAINTS POLICY AND PROCEDURE

This document sets out Tonic's approach to complaints and the procedure for handling these.

Policy Statement

Tonic is committed to providing a good standard of service to our residents, customers and organisations that we work with. We will take seriously any concern or complaint and will look into it promptly, for resolution as quickly as possible recognising that all residents, customers and organisations that we work with

- have the right to raise concerns or complaints about our services
- have access to clear information on how to voice complaints and concerns.

Tonic will deal with complaints confidentiality and will keep a register of all complaints, which will be reviewed regularly by the Board. This complaints procedure will be part of the process of monitoring the quality, effectiveness and non-discriminatory nature of our services

All staff, volunteers and Board members are required to read, understand and comply with this policy and its procedures. We encourage all feedback from our customers and residents and use it to review and promote continuous improvement in our services.

Complaints Procedure

If you have any concerns please speak directly to a member of the Tonic team, alternatively phone, email or write to us at the contact details below.

If you wish to make a complaint you can email complaints@tonichousing.org.uk. We will not treat you any differently if you make a complaint.

Our complaints handling procedure is as follows:

- We will acknowledge a written complaint within 5 working days.
- We will investigate your complaint and provide our Initial Response within 15 working days.
- If you are not fully satisfied with our Initial Response, please let us know and we will escalate your complaint internally for a second opinion. You will not need to write in again or to provide your reasons for seeking escalation but may do so if you wish.
- Our Chief Executive will review your complaint and provide our Final Decision within a further 15 working days.

- If at either the initial or the review stage we need further time to investigate your complaint, we will agree to a new response deadline with you.
- We will always provide our Final Decision within 56 calendar days of receiving your initial complaint, unless we have previously agreed a later deadline with you. The 56 calendar days exclude any time you take in responding to our communications.
- We will cooperate in the same way with an intermediary who is formally authorised to act on your behalf.
- If you are not satisfied with our Final Decision, or we fail to provide that Decision by the relevant deadline, you may refer your complaint to the Tonic Housing Association Board.

Tonic Housing Association Ltd

Phone: 0207 971 1091

Email: info@tonichousing.org.uk or complaints@tonichousing.org.uk

Letter: Tonic Housing Association Ltd, Vintage House, 36-37 Albert Embankment, London, SE1 7TL

Website: <https://www.tonichousing.org.uk/>

Tonic will seek registration with the Housing Ombudsman Service once it has been registered as a provider with the Regulator of Social Housing.

Please raise any feedback regarding care services with your care provider directly. If they cannot resolve any complaint satisfactorily, you may refer it to the Local Government & Social Care Ombudsman.

Policy review

This policy shall be reviewed at least every 24 months by the Board, and will be revised to take account of changes in legislation, feedback and best practice.

Signed 20th March 2023