



Housing Association Ltd
more than just a roof

Complaints Policy

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1. Introduction

Karin Housing Association is committed to providing high-quality services to all its tenants. However, we recognise that there may be occasions when things go wrong. We encourage tenants to raise their concerns so that we can address them and improve our services. Our complaints policy is designed to make it easy for tenants to report issues and ensure complaints are handled efficiently and fairly in line with the Housing Ombudsman Service's new Complaint Handling Code ('the Code').

2. Our Commitment

When dealing with complaints, Karin Housing Association is dedicated to:

- Making it easy for tenants to submit complaints.
- Providing prompt and fair responses.
- Resolving issues efficiently and professionally.
- Offering assistance in completing complaints forms if required.
- Keeping tenants informed about the progress of their complaints.
- Handling complaints confidentially.
- Providing a second opinion or appeal if needed.

3. Who Can Make a Complaint?

- Tenants living in properties owned or managed by Karin Housing Association or anyone acting on their behalf with their consent.
- Applicants for housing or services provided by Karin.
- Neighbours of our properties who may have concerns about tenant behaviour or property damage caused by issues with Karin's buildings.

We will not consider complaints solely about the fact that we own or lease a property in a particular area.

4. What Can Be Complained About?

You can complain if:

- Karin Housing Association has failed to meet its legal responsibilities as your landlord.
- Our policies or practices are unfair.
- We have not followed our procedures correctly or provided a service in an inefficient manner.
- A member of staff has behaved improperly or been impolite.

Complaints that cannot be considered include:

- Issues that happened over a year ago (unless recently discovered).
- Matters currently under investigation by the Ombudsman or where legal action has begun.
- Everyday matters such as following up on repairs.
- Disputes between tenants, which are handled by the Tenancy Services Officer under the anti-social behaviour policy.

5. How to Make a Complaint

If you are dissatisfied with an aspect of our service, we encourage you to speak directly with the staff involved as a first step. This can often resolve issues quickly and avoid delays in processing your complaint.

If this approach does not work, you can proceed to the formal complaints process, which has three stages. It is important that you let us know what you would like to see done to resolve the issue.

6. Formal Complaints Process

Stage 1: Formal Complaint

If the matter is not resolved informally, your complaint will be handled by the Tenancy Services Officer. We recommend that you submit your complaint in writing, either through a letter or by completing our **Complaints Form**. Staff are available to assist with completing the form if necessary.

We will respond to Stage 1 complaints within 10 working days. If additional time is required, we will notify you of the reason for the delay.

Stage 2: Director Review

If you are not satisfied with the Stage 1 response, you may escalate the complaint by contacting the original handler and providing reasons for your dissatisfaction. At this stage, the Director of Karin will review the complaint and provide a written response within 10 working days. The Director may meet with you to discuss the complaint in more detail.

Stage 3: Governing Body Review

If you remain dissatisfied, you may request a review by the Chair of the Management Board. At this stage, you may bring a friend or family member to the meeting, but legal representation is not allowed. The Chair's decision will be communicated to you within 20 working days of the decision being made.

7. Escalation to the Housing Ombudsman

Once our internal complaints process has been exhausted, you have the right to escalate the complaint to the Housing Ombudsman Service. The Ombudsman's role is to provide an impartial review of complaints, either through mediation, arbitration, or formal investigation.

Contact details for the Housing Ombudsman Service are as follows:

Housing Ombudsman Service
81 Aldwych
London WC2B 4HN
Telephone: 020 7421 3800

8. Outcome of Complaints

- If a complaint is upheld: We will issue a full apology, correct any service failures, and consider offering financial compensation if appropriate. We will also review our procedures to prevent similar issues from recurring.
- If a complaint is not upheld: We will provide a full written explanation of the decision. Even in such cases, we will strive to reach a resolution that satisfies the tenant.

9. Review and Monitoring

Karin Housing Association is committed to continuously improving our complaints handling process. We will conduct an annual review of complaints to identify any patterns or recurring issues. The board members oversee this process to ensure accountability and service improvements.

Person Responsible for Review

Zahra Hassan

Date of Last Review: November 2022

Date of Next Review: November 2025

If you have a complaint about Karin's services, you can complete the attached Complaints Form and send it to:

Complaints

Karin Housing Association

563 Roman Road

London, E3 5EL

The form also includes a Confidential Equal Opportunities Questionnaire to help us monitor and improve our services. Completing the questionnaire is optional, and all information will be kept strictly confidential.

COMPLAINTS FORM AND CONFIDENTIAL QUESTIONNAIRE	
FOR OFFICE USE ONLY	Complaint Number _____
<p>If you have a complaint or enquiry about any aspect of the service provided by Karin, which has not been resolved, it would help us if you use this form to make your complaint, but please write a letter, or telephone, if you prefer. Send your complaint, with any supporting documents to:</p> <p style="text-align: center;">Complaints Karin Housing Association 563 Roman Road. London, E3 5EL</p>	
1.	My Surname
2.	My Forename(s)
3.	My Address
4.	My Day Time Telephone Number
5.	My Complaint is:

6.	<p>The actions I have taken so far to resolve this matter, and the people I have spoken to are:</p>
7.	<p>I would like Karin to take the following action to resolve my complaint:</p>

Confidential Questionnaire on Equal Opportunities

Karin is opposed to any form of discrimination. We want to know if anyone is suffering any prejudice because of their race, colour, sex, disability, household or age.

You do not have to fill in this questionnaire but it will help us to see if we are achieving these aims and to help improve our services to you.

Your answers will be kept separate from your application and will be completely confidential. We will use them for statistical purposes only.

I would describe myself as the following (tick one box only)

ETHNIC ORIGIN

The Department for International Development wants to ensure that all applicants are treated equally whatever their race, colour or ethnic origin. To do this we need to know about the ethnic origin of people who apply to join us. These categories were used in the 2011 Census and are listed alphabetically. Which groups do you most identify with?

Please mark 'X' in only **ONE box in column A** and only **ONE box in column B**

COLUMN A

COLUMN B

ASIAN

(A) British or Mixed British

(A) Bangladeshi

(B) English

(B) Indian

(C) Irish

(C) Pakistani

(D) Scottish

(D) Any other Asian background (please specify)

(E) Welsh

BLACK

(F) Any other? (please specify)

(E) African

_____ (F) Caribbean

(G) Any other Black background (please specify)

CHINESE

(H) Any Chinese background (please specify)

MIXED ETHNIC BACKGROUND

(I) Asian and White

(J) Black African and White

(K) Black Caribbean and White

(L) Any other Mixed ethnic background
(please specify)

WHITE

(M) Any White background (please specify)

ANY OTHER ETHNIC BACKGROUND

(N) Any other ethnic background (please specify)

Date:

NB: For statistical purposes, all boxes in Column B, other than Box M, count as 'ethnic minority' representation.

SEX

Please state your sex:

Female

Male

SEXUAL ORIENTATION

The Department for International Development wants to ensure that all applicants are treated equally whatever their sexual orientation. To do this we need to know about the sexual orientation of people who apply to join us. We should therefore be grateful if you would complete the following question. Your answer will be treated in the strictest confidence and will not affect your job application in any way.

Which group do you most identify with? The options are listed alphabetical order.

Please mark 'X' in **one** box only:

(A) Bi-Sexual

(B) Gay woman/lesbian

(C) Gay man

(D) Heterosexual/straight

(E) Other

(F) Prefer not to say

RELIGION OR BELIEF

What is your religion or belief (including non-belief)? Please mark 'X' in the box below as appropriate.

Agnostic	<input type="checkbox"/>
Atheist	<input type="checkbox"/>
Bah'ai	<input type="checkbox"/>
Buddhist	<input type="checkbox"/>
Christian – Catholic	<input type="checkbox"/>
Christian – Protestant	<input type="checkbox"/>
Christian – Other	<input type="checkbox"/>
Hindu	<input type="checkbox"/>
Humanism	<input type="checkbox"/>
Jain	<input type="checkbox"/>
Jewish	<input type="checkbox"/>
Muslim	<input type="checkbox"/>

Pagan	<input type="checkbox"/>
Sikh	<input type="checkbox"/>
Rastafarian	<input type="checkbox"/>
Scientologist	<input type="checkbox"/>
Shinto	<input type="checkbox"/>
Zoroastrian	<input type="checkbox"/>
No religion or belief	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>
Any other religion or belief	<input type="checkbox"/>

Please specify below, if you wish.

Thank you for your help