

COMPLAINTS AND COMPENSATION POLICY



1. PURPOSE

RGS Properties is committed to providing high-quality housing and support services to all residents and service users.

We recognise that from time to time things may go wrong. When this happens, residents have the right to tell us about their concerns and expect a fair, timely, and transparent response.

This policy establishes:

- How complaints are received and managed.
- How residents can escalate concerns.
- How service failures are investigated.
- When compensation may be considered.
- How RGS Properties learns from complaints to improve services.

Complaints are viewed as an opportunity to improve our services and strengthen resident trust.

2. SCOPE

This policy applies to complaints relating to:

Housing Management

- Tenancy management
- Rent administration
- Estate management
- Resident engagement

Property Services

- Repairs and maintenance
- Planned maintenance
- Health and safety issues
- Property condition

Supported Housing Services

- Resident support services
- Housing management support
- Welfare and safeguarding concerns

Staff and Contractor Conduct

- Actions of employees
- Actions of contractors



- Actions of agents acting on behalf of RGS Properties

3. POLICY STATEMENT

RGS Properties will:

- Treat every complaint fairly and impartially.
- Ensure complaints are easy to make.
- Investigate concerns thoroughly.
- Resolve issues as quickly as possible.
- Communicate clearly throughout the process.
- Learn from mistakes and service failures.
- Comply with the Housing Ombudsman Complaint Handling Code.
- Ensure residents are not disadvantaged for making complaints.

4. DEFINITIONS

Complaint

A complaint is:

An expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by RGS Properties, its employees, contractors, or representatives.

A resident does not need to use the word "complaint" for a concern to be treated as one.

Examples of Complaints

- Failure to complete repairs within agreed timescales.
- Poor communication.
- Failure to keep appointments.
- Service charge concerns.
- Delays in responding to requests.
- Poor customer service.

Service Request

A service request is a request for action to resolve a housing issue.

A service request becomes a complaint when dissatisfaction is expressed regarding the handling or outcome of the request.



5. LEGAL AND REGULATORY FRAMEWORK

This policy is informed by:

- Housing Ombudsman Complaint Handling Code
- Housing Act 1985
- Land Compensation Act 1973
- Planning and Compensation Act 1991
- Equality Act 2010
- Consumer Standards issued by the Regulator of Social Housing
- Relevant tenancy agreements and lease agreements

6. HOW TO MAKE A COMPLAINT

Residents may submit complaints through any of the following channels:

Online

www.rgsproperties.co.uk

Email

complaints@rgsproperties.co.uk

Telephone

+44 7400 054023

By Post

RGS Properties

167–169 Great Portland Street

London

England

W1W 5PF

In Person

Residents may raise concerns directly with any member of staff.

Through a Representative

A complaint may be submitted by:

- Family members
- Advocates
- Support workers
- Solicitors



- Local councillors

Appropriate authority may be required.

7. WHO CAN MAKE A COMPLAINT

Complaints may be made by:

- Tenants
- Leaseholders
- Shared Owners
- Housing Applicants
- Supported Housing Residents
- Former Residents
- Authorised Representatives

8. COMPLAINT EXCLUSIONS

RGS Properties may decline to investigate complaints where:

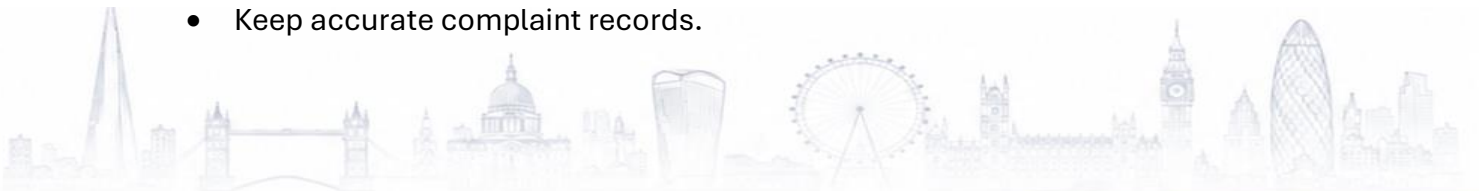
- The issue occurred more than twelve months ago.
- The matter has already completed the complaints process.
- Legal proceedings have commenced.
- The matter falls outside our responsibility.
- The complaint concerns government legislation or policy.
- The complaint is malicious, abusive or vexatious.

Residents will always receive a written explanation when a complaint is not accepted.

9. COMPLAINT HANDLING PRINCIPLES

We will:

- Act fairly.
- Act independently.
- Keep an open mind.
- Listen to all parties involved.
- Maintain confidentiality.
- Consider vulnerabilities.
- Make reasonable adjustments where required.
- Keep accurate complaint records.



10. COMPLAINT PROCESS

The RGS Properties complaints process consists of two stages:

Stage One

Initial investigation and response.

Stage Two

Final internal review by senior management.

Residents may contact the Housing Ombudsman at any stage for advice.

11. STAGE ONE COMPLAINTS

Acknowledgement

Complaints will be acknowledged within:

Five Working Days

The acknowledgement will:

- Confirm understanding of the complaint.
- Clarify desired outcomes.
- Explain next steps.

Investigation

Complaints will normally be investigated within:

Ten Working Days

Where necessary, an extension of up to ten additional working days may be applied.

Residents will be informed of any extension.

Response

The Stage One response will include:

- Investigation findings.
- Decisions made.
- Actions to be taken.
- Compensation considerations.
- Escalation rights.



12. STAGE TWO COMPLAINTS

Stage Two represents the final stage of RGS Properties' internal complaints process.

Acknowledgement

Within:

Five Working Days

Review

Conducted by a senior manager or director not involved in the original investigation.

Response Time

Twenty Working Days

Where necessary, an extension of up to twenty additional working days may be applied.

The final response will explain:

- Investigation outcomes.
- Actions agreed.
- Compensation decisions.
- Housing Ombudsman referral rights.

13. COMPLAINT CLOSURE

A complaint will be closed when:

- A final response has been issued.
- Agreed actions have been identified.
- The resident withdraws the complaint.
- The Housing Ombudsman assumes jurisdiction.

Closure does not prevent residents from contacting the Housing Ombudsman.



14. HOUSING OMBUDSMAN SERVICE

Residents may contact the Housing Ombudsman Service at any stage for guidance.

Contact Details

Housing Ombudsman Service

PO Box 1484

Unit D

Preston

PR2 0ET

Telephone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Website: www.housing-ombudsman.org.uk

15. PUTTING THINGS RIGHT

When service failures occur, RGS Properties may:

Acknowledge Errors

Recognise where things have gone wrong.

Apologise

Provide meaningful apologies.

Take Corrective Action

Address service failures promptly.

Improve Services

Implement service improvements.

Provide Compensation

Where appropriate.



16. COMPENSATION POLICY

Compensation is considered where service failures have caused:

- Financial loss.
- Significant inconvenience.
- Distress.
- Loss of amenity.
- Additional costs.

Each claim is assessed individually.

Compensation is not awarded automatically.



17. TYPES OF COMPENSATION

Discretionary Compensation

May be awarded for:

- Delayed repairs.
- Missed appointments.
- Communication failures.
- Poor service delivery.
- Loss of use of part of a home.
- Temporary relocation.
- Avoidable inconvenience.

Examples

- Goodwill payments.
- Refund of expenses.
- Time and trouble payments.
- Service failure awards.

Statutory Compensation

May include:

Right to Repair Payments

Where qualifying repairs are not completed within statutory timescales.

Home Loss Payments

Where residents permanently lose their home due to redevelopment or demolition.

Disturbance Payments

Where residents incur reasonable moving costs.

Home Improvement Compensation

Where qualifying tenant improvements meet legislative requirements.

Decant Payments

Where residents are temporarily relocated.



18. COMPENSATION ASSESSMENT FRAMEWORK

Impact Level	Typical Award
Minor Service Failure	Up to £100
Moderate Service Failure	£100 – £500
Significant Service Failure	£500 – £1,000
Severe Service Failure	£1,000+

Awards will consider:

- Duration of impact.
- Severity.
- Vulnerability of resident.
- Financial loss.
- Distress and inconvenience.

19. PERSONAL POSSESSIONS AND INSURANCE CLAIMS

Residents are responsible for arranging home contents insurance.

Claims relating to damaged personal possessions will normally require:

- Proof of ownership.
- Receipts.
- Photographs.
- Evidence of loss.

Claims may be declined where no negligence or service failure by RGS Properties exists.

20. COMPENSATION EXCLUSIONS

Compensation may not be paid where:

- Damage was caused by the resident.
- Damage was caused by visitors.
- Damage was caused by neighbouring occupiers.
- Access for repairs was denied.
- Delays were outside our control.
- Adequate notice was provided.
- No service failure occurred.



21. LEARNING FROM COMPLAINTS

RGS Properties will:

- Monitor complaint trends.
- Analyse recurring issues.
- Implement service improvements.
- Share lessons learned with staff.
- Report findings to senior management.

22. EQUALITY, DIVERSITY AND ACCESSIBILITY

RGS Properties is committed to equality, diversity and inclusion.

Reasonable adjustments will be provided where required, including:

- Translation services.
- Interpretation services.
- Alternative formats.
- Additional support for vulnerable residents.

This policy operates in accordance with the Equality Act 2010.

23. MONITORING AND REVIEW

Complaints performance will be monitored regularly.

Reports will be reviewed by:

- Senior Management Team
- Directors
- Board of Directors

This policy will be reviewed annually or earlier where required by legislative or regulatory changes.

24. POLICY EXCEPTIONS

RGS Properties recognises that individual circumstances may require flexibility.

Where residents have vulnerabilities or exceptional circumstances, reasonable discretion may be exercised to ensure fair and compassionate outcomes.

All exceptions will be documented and approved by an appropriate senior manager.



APPROVAL

Approved By: Board of Directors

Organisation: RGS Properties (RG SERVICES PROPERTY LTD)

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