

I4B Holdings

Complaints Policy

May 2017

1 **Overview of this Policy**

This policy provides a standard procedure that should be followed when dealing with complaints about the services provided by I4B or any of its contractors.

The aim of the policy is to ensure that all customers are able to submit complaints if they feel that I4B or any of its contractors have:

- Done something that they should not have done
- Failed to do something that they should have done
- Delivered a service that is not good enough

2 **Complaints Procedure**

I4B operates a complaints procedure for dealing with any complaints relating to the service.

I4B provides all of its services through its various contractors, and so it is expected that the complaints procedure of the relevant contractor will be the first point of contact in all cases.

2.1 Stage 1 Complaints

All Stage 1 complaints should go to the complaints officer of the relevant contractor, sub-contractor or management agent for review.

This information should be clearly listed on the I4B website, and where complainants complain directly to I4B, their complaint should in the first instance be redirected to the relevant contractor, sub-contractor or management agent.

2.2 Stage 2 Complaints

All Stage 2 complaints shall be administrated by the relevant contractor, sub-contractor or management agent for review, unless they relate specifically to an activity carried out by I4B directly.

In such circumstances, complaints should be directed to a named officer at the Council – Sadie East – to bring before the I4B Company Board.

The Board, or any individual director, shall then be responsible for responding to the complainant.

2.3 Stage 3 Complaints

All Stage 3 complaints should be referred to the Housing Ombudsman.

Customers will be advised to contact the Ombudsman at this stage, and if they submit their complaint to I4B, this will be referred on to the Ombudsman.

I4B will co-operate with any investigation undertaken by the Housing Ombudsman and provide information within timescales.

Any Stage 3 complaints should also be reported to the I4B Board.

3 **Compliance**

3.1 Record Keeping

I4B will be responsible for maintaining a log of MP/Councillor enquiries and complaints using Brent Council's complaints database. This is to include, but not be limited to, the following information:

- The name and address of the Service User;
- The name and address of the complainant (if different);
- The nature of the complaint;
- The response to the complaint and the time taken to respond; and
- The level of satisfaction of the complainant.

3.2 Staff and Contractor Responsibilities

I4B will ensure that all its staff, employees and contractors who deal with complaints are informed of the standards required in this policy and are trained on the good management and resolution of complaints.

All contractors will be expected to provide quarterly reports on Stage 1 complaints received.

3.3 Reporting

Management agents will be required to provide quarterly reports to the I4B Board.

4 Review

This policy will be reviewed on an annual basis.