



PCH SERVICE STANDARDS


COMPLAINTS


We aim to deliver outstanding services, but we recognise there may be times we don't deliver against our service standards, and we need to put things right.


We will:


- 


We are committed to providing an open, fair, and impartial complaints process. We care about your experiences and encourage you to voice your concerns through complaints, customer satisfaction surveys, and engagement opportunities so you can let us know how we are doing.
- 


We respect your concerns and promise to listen attentively. Your complaint will be investigated promptly, and you will be regularly updated on its progress.
- 


The investigating officer will contact you within two working days following receipt of your stage one complaint to discuss it in more detail. A written acknowledgement will be sent to you on the same day.
- 


We aim to provide a response at stage 1 of the process within 10 working days of acknowledging the complaint.
- 

If the complaint progresses to stage 2, it will be acknowledged within two working days of receipt. A stage 2 response will be provided within 20 working days of the complaint being acknowledged.
- 

We will ensure you know how to make a complaint, understand the complaints process, and are aware of what to do if you are unhappy with how we handle your complaint, including how to contact the Housing Ombudsman Service.
- 


We will inform you about any agreed resolutions and ensure they are completed promptly.
- 


We value your feedback on our complaint handling process and are always looking for ways to improve.
- 


We are committed to learning from complaints to improve our services. We will inform you about any changes made as a result of your complaint.
- 

We will publish our complaints policy, and any other relevant documents required under the Complaint Handling Code on our website.

How we will measure this:

- 

Be in the top 25% of landlords for satisfaction with complaint handling.
- 

100% of complaints are closed within the timescales of our policy.
- 

More than 85% of residents know how to make a complaint.