

COMPLIMENTS, SUGGESTIONS AND COMPLAINTS POLICY

This policy is available in alternative formats on request

WHY HAVE A COMPLIMENTS, SUGGESTION AND COMPLAINTS PROCEDURE?

Clanmil Ireland aims to provide its customers with a first class service. However, there may be occasions when you are not happy about something, and, if this is the case, it is important for you to tell us.

On the other hand there will be times when you have been extremely satisfied with a particular aspect of our service and we would also like to hear of these instances.

Where a particular service is not currently provided and you feel you feel it should or, you feel a particular service could be improved the Association operates a suggestion scheme and welcomes ideas on improvements that you may have.

The aim of these procedures is to give you clear guidance on what to do if you wish to forward a compliment, suggestion or complaint to the Association. It also gives us the chance to monitor the quality of the service we provide so that we can continually work to improve it.

WHO CAN USE THE COMPLIMENTS, SUGGESTIONS AND COMPLAINTS PROCEDURE?

Anyone who receives or requests a service from the Association can use the Complaints Procedure. This includes tenants and residents, people applying for housing and anyone living in neighbouring property. The procedure is also open to people acting on your behalf, such as a Councillor, TD, Advice Agency or Solicitor (but as you will see later if you are making a complaint, we do encourage you to try to sort things out with us first).

COMPLIMENTS

Where you feel you have received a service with which you have been extremely happy with we would be delighted to hear from you. Forms are available from our regional office in Dundalk:-

Clanmil Ireland
69 Claddagh Park
Tom Bellew Avenue
DUNDLAK
Co Louth

Tel: 042 9320 754

Fax: 042 9320 780

housing@clanmilireland.ie

Please complete the form and return it to the above address.

SUGGESTIONS

We are constantly looking at ways in which our service(s) can be improved and would be delighted to hear from you if you feel a service can be improved or indeed provide if this is not already the case. Suggestion forms are held at our regional office in Dundalk and these should be completed and returned to the address above.

On receipt of suggestion forms they will be acknowledged by the Association and the person making the suggestion will be advised of the subsequent outcome.

COMPLAINTS - WHAT CAN YOU COMPLAIN ABOUT?

You can complain about any aspect of our service which you are unhappy with, for example:-

- *if a repair has not been carried out properly*
- *if you have not received information you have asked for*
- *if you are unhappy with the way any rent arrears have been dealt with*
- *if you feel that a member of staff, Board Member or a Contractor has not behaved reasonably towards you*
- *if you feel that your housing application has not been handled properly*
- *if you feel that you have been unfairly discriminated against*

NEIGHBOUR NUISANCE

Please note that a separate procedure exists for dealing with complaints relating to neighbour nuisance. In the event of such a problem you should first raise it with the neighbour concerned before contacting the office. However, if the problem cannot be resolved between the neighbour and yourself, you should write to your Housing Officer at:-

Clanmil Ireland
69 Claddagh Park
Tom Bellew Avenue
DUNDLAK
Co Louth

Tel: 042 9320 754

Fax:: 042 9320 780

housing@clanmilireland.ie

We will always try to deal with complaints sympathetically, but there are some things about which we will not be able to give you information. For example, it would be wrong for us to discuss with you the details of someone else's housing application, as this would be a breach of confidentiality. We can, of course, talk to you about how our allocation procedure works.

STAGE 1

Anyone wishing to make a complaint can do so in the following ways:-

- by completing a complaints form – available from Clanmil's regional office above;
- in person;
- by letter;
- by e-mail to housing@clanmilireland.ie
- by telephone.

When you make a complaint, it is important for you to let us know exactly what the problem is and how you would like to see it resolved. We would encourage you to do this in writing using the forms provided. However, complaints made using any of the above methods will all be handled in the same way.

Complaints at Stage 1 will be dealt with by one of the following members of staff:-

Development Officer – for all issues relating to schemes under construction and newly completed schemes in defects periods

Maintenance Officer – for all repairs and landscaping issues

Housing Officer – for Housing Management issues and complaints from general needs tenants

Finance Officer– for finance related matters

Communications and Health and Safety Officer – for marketing issues and health and safety matters

Corporate Services Assistant – for personnel/employment related matters

If you have made a complaint by telephone or in person, the member of staff who notes the complaint will check with you that they have taken a correct record. A copy of this record will be read to you to ensure that everyone is clear on what the complaint is about.

Whenever we have received your complaint we will write to you within three working days to acknowledge that your complaint has been received and is being dealt with. Normally we will write to you again within two weeks of receiving your complaint to let you know the outcome. Do please remember that some things may not be within our control and may be less easy to sort out. Should we be able to resolve the matter within the published timescale, the investigating officer, or delegated member of staff, will advise you accordingly. If we are not able to resolve the matter within the published timescale, we will advise you of the reason and how long it is likely to take to resolve the matter.

STAGE 2

If you feel a response received by you is not satisfactory, or you have not received a reply within the advised timescale, you may request an interview with a senior manager of the department to whom you have made a complaint – these are:-

- Director of Housing
- Director of Property Services
- Finance Director
- Head of Corporate Services
- Maintenance Manager
- Housing Manager or Housing Services Manager

Your complaint will then be reviewed by one of the senior managers above and a response forwarded to you within 15 working days

STAGE 3

If you are dissatisfied with the response of the senior manager you are then entitled to refer the matter, in writing, to the Chief Executive, again giving details of any communications and actions to date.

The Chief Executive will acknowledge receipt of your complaint and will give respond to you within 15 working days.

TAKING YOUR COMPLAINT FURTHER

APPEAL PROCEDURE

If you are still not satisfied with the response or if you have not received a response, the matter may then be referred to the Board of Management. You should write to the Chief Executive requesting that the matter be referred to the Board of Management clearly stating the nature of the complaint. The matter will then be referred to the appropriate Board Committee for consideration. You will be advised of the likely timescale.

The Committee will review the evidence submitted and will arrange, if necessary, an interview with you to talk about the matter. In this case you are very welcome to bring along a friend or advisor. The Committee will refer back to the Board and the Board will give you its decision in writing.

WHO WILL KNOW ABOUT MY COMPLAINT?

We will, as far as possible, respect the confidentiality of your complaint. Whilst we are looking into your complaint your name will not be divulged unless it is necessary.

You will appreciate, however, that if your complaint involves another tenant or a member of staff it may be very difficult for us to look into this without talking to that tenant or staff member. We will try to respect your wishes, but if we cannot talk to the person involved, it may not be possible for us to take action to resolve the problem.

It is not possible for us to deal with anonymous complaints under this procedure.

HOW DO WE RECORD AND MONITOR COMPLAINTS?

Complaints can help us as well as you! All complaints made to the Association are recorded and reported to the Chief Executive. In addition to ongoing review by the Chief Executive, the Senior Management team meet annually to review all complaints received.

FURTHER INFORMATION CAN BE OBTAINED FROM THE ASSOCIATION AT:

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COMPLAINT PROCESS

