

# Complaint Resolution Procedure

Pinnacle Affordable Homes (“PAF”)



Pinnacle Affordable Homes care about the standards of housing management services we provide and make every effort to ensure high standards. We also aim to continuously improve as an organisation and are committed to involving and listening to our customers on all aspects of our services that we deliver.

If our services do not meet your standards, or you feel we have got something wrong, we would like to know about it. This will allow us to address your issue but also learn from it and continually improve as an organisation.

This document explains our complaints procedure and how you can make a complaint.

## A complaint is defined as:

“An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents”

A complaint is where you feel:

- We have failed to provide a service
- We have delayed in providing a service
- We have failed to take action following initial contact
- We missed an appointment without notice or explanation
- We failed to comply with a procedure
- We provided an unfair service
- We got something wrong

The word ‘complaint’ does not have to be used for it to be treated as such. A complaint that is submitted via a third party or representative will be handled in line with the complaints policy.

Example complaints may be:

- A repair not being completed to a satisfactory standard or within a satisfactory timescale
- Mistakes being made in the calculation of your rent that we have failed to correct
- We have failed to keep to a pre-arranged appointment, without any notice or explanation

## What we don’t class as a complaint:

The following are examples of what we would **not** normally treat as a complaint, unless you feel we have failed to deal with the issue to your satisfaction:

- A request for a service, such as the first report of a repair
- Reports of anti-social behaviour or nuisance
- Where legal or regulatory action has already been taken and a determination made
- Insurance claims and appeals including damage to personal possessions and personal injury accidents which should be referred to the relevant insurers

- Matters that have been determined under another PAF policy appeal process (e.g. internal transfer applications or a Housing Ombudsman determination)
- The amount of service charge or rent increase set in line with PAF policy.

## COMPLAINT RESOLUTION PROCEDURE

Pinnacle Affordable Homes aim to provide the highest level of customer service. In the event, however, that we fail to deliver a satisfactory quality of service then we would like to hear from you. We shall do our utmost to resolve any issue in a fair & honest manner and, hopefully, to your satisfaction.

We have a formal procedure in place designed to resolve customer complaints as follows:

### Stage 1 – Complain to the Customer Service Department

If you are dissatisfied with an aspect of our service, please address your complaint to the Customer Service Department. Receipt of your correspondence will be acknowledged and logged within 5 working days.

Email: [feedback@pinnaclegroup.co.uk](mailto:feedback@pinnaclegroup.co.uk)

Or in writing at:-

**Customer Service Department**  
**Pinnacle Affordable Homes Ltd**  
**8th Floor Holborn Tower**  
**137-144 High Holborn**  
**London WC1V 6PL**

An internal investigation will be instigated, the findings of which will be forwarded to you within 10 working days of receipt of your initial correspondence. If we require more than 10 working days we will advise you accordingly.

If the complaint is about a Customer Service Department team member, the complaint will be investigated, and a response sent, by their line manager.

The Customer Service Manager's letter will explain to the customer:

- The decision on the complaint and how that decision was reached
- Any action that PAF will take as a result of the complaint
- How the customer can escalate their complaint if they are unhappy with the decision

### Stage 2 – Complain to a Contract Manager

Should you remain dissatisfied following the Customer Service Departments investigation you may refer your complaint to the relevant Contract Manager who will investigate the situation afresh and provide a written response within 20 working days of receiving your correspondence:

Email: [feedback@pinnaclegroup.co.uk](mailto:feedback@pinnaclegroup.co.uk)

Or in writing at:

**Contract Manager**  
**Pinnacle Affordable Homes Ltd**  
**8th Floor, Holborn Tower**  
**137-144 High Holborn**  
**London**  
**WC1V 6PL**

Receipt of your complaint will be acknowledged within 5 working days.

## Complain to a Regulatory Body

Should you still remain dissatisfied with the outcome of your complaint, you have the right to take your complaint to the Housing Ombudsman at the below address:

**The Housing Ombudsman**  
**Housing Ombudsman Services**  
**PO Box 152**  
**Liverpool L33 7WQ**  
**Tel: 0300 111 3000**  
**Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)**  
**Web: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)**

Please be aware that you have up to **12 months** from the date you receive our final response to refer your complaint to the Ombudsman in writing, although it is preferable that you do so as soon as possible if you wish to pursue your complaint further.

## Our Timescales

The timescales we work to for dealing with complaints reflect best housing practice and are set to allow time for a thorough investigation to be completed and a suitable response communicated within a realistic and acceptable timescale.

In extraordinary circumstances, and only when a complaint requires extensive investigation, we may contact you to discuss the progress of the investigation and will then agree a more practical timescale to resolve your complaint.