

Leathermarket JMB Complaints Policy

1.0 POLICY STATEMENT

Leathermarket JMB aims to provide excellent housing services for our residents. Nevertheless, there will be times when our service falls below expected standards. When it does, we want to make it easy for residents to let us know, and we want to act swiftly to put it right, resolving complaints at the earliest possible opportunity. This policy explains how we aim to do that.

The JMB recognises the value of complaints as an important feedback mechanism that provides opportunities for us to improve the quality of our services. All complaints will be logged, with emerging themes or trends used to identify potential systemic issues, serious risks, or policies or procedures that require revision. Wider learning and improvements resulting from complaints will be shared with residents through meetings, newsletters, and in our annual report.

We accept complaints in all formats and they can be made in a number of ways, including:

Via our website: [Complaints Form | Leathermarket JMB](#)

By email to: complaints@leathermarketjmb.org.uk

By telephone: 0207 450 8000

By writing to us at: Complaints, Leathermarket JMB, 26 Leathermarket St, London, SE1 3HN

In person, at our office on Leathermarket St

A complaint does not have to be labelled as such to be managed in accordance with our complaints procedure but it will help us to respond promptly if it is.

2.0 AIMS

We aim to:

- Make it easy to raise a complaint with us
- Keep you informed at all stages and let you choose how we contact you
- Work with you to find a solution that works as quickly and effectively as possible
- Keep to the timetable
- Treat you with respect and keep any information you give us confidential
- Acknowledge when we get it wrong and then take action to put it right

3.0 WHAT IS A COMPLAINT?

We have adopted the definition recommended by the Housing Ombudsman:

A complaint is:

- an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by us, our staff, or those acting on our behalf, affecting an individual resident or group of residents.

In contrast, we sometimes receive service requests labelled as a complaint, and we will handle those differently. A service request is:

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- A request to undertake action to put something right, for example when a resident calls to report a leak and this has not been reported previously.

If you express dissatisfaction with our response to a service request, we will treat that as a complaint.

4.0 COMPLAINTS NOT COVERED BY THIS POLICY

There will be circumstances in which a matter may not be considered under this policy. They are:

- Where the issue giving rise to the complaint occurred over twelve months ago unless the issue is ongoing (although in some circumstances, for example where somebody's health or safety is at risk, this may not apply)
- Where legal proceedings have taken place and been determined
- Where the matter has already been considered under all stages of the JMB's complaints procedure and is considered closed by the JMB
- Where the matter relates to staff misconduct and is more appropriately dealt with under our HR procedures. We will still deal with it but we won't use this procedure and the outcome may be confidential
- Complaints from JMB staff regarding employment issues
- Where a complainant makes persistent and unwarranted contact that prevents us from dealing effectively with their complaint, places unreasonable demands on our staff, or harasses, threatens, or is abusive to our staff we will manage communication with them through our Unreasonable Behaviour Policy. This does not mean that the issues raised in their complaint will not be investigated.

If we are unable to accept your complaint, or escalate a complaint, for the reasons outlined above we will provide a detailed explanation setting out the reasons why the matter is not suitable for the complaints process and your right to take that decision to the Ombudsman.

5.0 MAKING A COMPLAINT

We operate a two-stage complaints process:

Stage one: The complaint will be dealt with by JMB staff members from the relevant area of the organisation. If the complaint is about a staff member or manager, the complaint will be dealt with by a more senior member of staff.

Stage two: We aim to put things right first time but if you are dissatisfied with the outcome of your complaint, you can ask for it to be reviewed. This is stage two of our complaints process and it is managed by Southwark Council.

Ombudsman: If you are unhappy after completing all stages of our complaints procedure, you can refer your complaint to the Housing Ombudsman for further investigation.

5.1 STAGE ONE COMPLAINTS

When we receive a complaint, we will review it and allocate it to the person in the organisation best able to deal with it. They will then contact the respondent **within 5 working days** to acknowledge receipt and to ask for more information if they need to clarify anything. They may also need to carry out a visit to your property or meet with you to discuss your complaint further.

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All complaints will be responded to in writing. The time frame for a full response to all stage one complaints is **10 working days**.

On occasion, we will need more than ten days to fully investigate the issue. In this case, we will write to you and explain how much time we need and why. This will not ordinarily exceed a further ten days and if it does we will provide a clear explanation of next steps. If you do not think that the new timeframe is reasonable you can contact the Ombudsman and ask them to intervene.

5.2 STAGE TWO COMPLAINTS – REVIEW

If you are not satisfied with the response to your complaint you can request for it to be escalated to stage two of our complaints process for review. This stage is handled by our colleagues at Southwark Council and they will respond within **20 working days of receipt**. In exceptional circumstances, they may contact you to agree an extension.

You can read more about how the council manages their stage 2 complaints [here](#).

6.0 THE HOUSING OMBUDSMAN

You can contact the Ombudsman at any stage during the complaints process and they may be able to offer you assistance and support during the complaints process.

You can also contact them if you have exhausted our complaints procedure and are still unhappy and ask for them to look at your complaint again or investigate. You can contact them by:

Writing to them at: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

Telephone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

For more information, visit: www.housing-ombudsman.org.uk

7.0 GETTING INDEPENDENT HELP

You can ask somebody else to act on your behalf. If we have your permission we can discuss and resolve your complaint with them.

8.0 ANONYMOUS COMPLAINTS

In the case of anonymous complaints, we will decide whether an investigation is required. This will depend on the nature of the complaint and the information provided by the complainant.

9.0 MONITORING AND REPORTING

We will keep a record of complaints, including dates received, acknowledged, and responded, category of the complaint, actions taken, and lessons learned.

10.0 LEARNING FROM OUR COMPLAINTS

It is important to the JMB that it uses complaints received to learn where things are going wrong and what can be done differently to improve services for our residents. This includes using case studies from complaints and speaking to complainants in-depth to better understand what went wrong. All complaints data will be managed in line with UK GDPR.

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11.0 MAINTAINING CONFIDENTIALITY

The Data Protection Act 2018 and UK General Data Protection Regulations (UK GDPR) regulates the way in which organisations can use personal data. We are committed to protecting the rights of all complainants and follow the Data Protection Policy at all times.

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