Holy Trinty (Guildford) Housing Association Limited

Complaints Policy

If you have a complaint about our service or charges, in the first instance you should contact Katie Rooke, House Manager, or Lesley Prideaux, Deputy House Manager, either verbally, by letter or via email.

The managers can be contacted in person during Office Hours, 9.30am-2.30pm Monday to Friday, or by email: office@addisoncourt.co.uk

The correspondence address is:

Holy Trinity (Guildford) Housing Association Limited

18 Addison Court

Addison Road

Guildford GU1 3QD

The Office number is 01483 958422

For the avoidance of doubt, a complaint is an expression of dissatisfaction, however made, about our standard of service or any action or lack of action by us, our staff or those acting on our behalf, that affects you. A complaint is different from a service request where you require action by us for something to be put right.

A complaint will only be excluded if the issue giving rise to it occurred over twelve months ago, if it is subject to legal proceedings or if it has previously been considered under the complaints policy.

Your complaint should include a clear description of the issue, any dates and times that are relevant to the problem, the desired outcome (what you want to happen), and your contact information (please be specific about which is the best method to contact you).

We will acknowledge receipt of the complaint within five working days and contact all the relevant parties to gather information. You can choose to appoint a representative to deal with the complaint on your behalf and to be represented or accompanied in any meeting with us regarding your complaint.

We commit to then conduct a thorough investigation. We will provide a written response to you outlining the findings of the investigation, proposed resolution, and expected timeframe for completion. We will provide this within ten working days after acknowledging your complaint or explain to you the reason for extending the deadline for any resolution.

If you are dissatisfied with the initial response at the first stage, you should escalate the complaint to the Chairman of the Housing Association Board – the Complaints Officer for the purposes of the Complaint Handling Code - using the email address: trustees@addisoncourt.co.uk. This is then stage two and final of a two-stage process.

We will acknowledge your escalated complaint within five working days. You should expect to receive a response from this second stage within twenty business days of the initial

acknowledgment of the complaint. If there is a need for an extension, for example because of the complexity of the case, you should again expect to receive an explanation for this reason within the timeframe.

If the internal escalation process fails to resolve the issue, you have the right to refer the complaint to an external body like the Housing Ombudsman.

Your landlord, Holy Trinty (Guildford) Housing Association Limited, will follow the guidelines set out under 'the complaints handling process' of the Housing Ombudsman Service's Complaint Handling Code found at:

https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/the-code-2024/

We will always strive to take a fair and reasonable approach: we wish to be fair, put things right and learn from any outcomes.

Holy Trinity (Guildford) Housing Association Limited will maintain detailed records of all complaints, including dates, details of the issue, actions taken, and responses provided. You will be able to request access to your complaint records.