



Complaints Policy

May 2026

Version	Date	Annual Review Date
1	3 September 2025	2 September 2026
2	11 May 2026	10 May 2026

Please note: Stage 3 of the Complaints Policy will be implemented once Private Rented Sector Local Government Ombudsman has been set up.

Introduction

Quercus Housing welcomes all forms of feedback, and we are committed to ensuring we use it to maintain, enhance, and improve our services. The purpose of this Policy is to provide residents with the information they need to make a complaint confidently and effectively.

Quercus Housing Complaints Policy aims to provide our residents with an opportunity to resolve any problems they may have with our services, services provided by a third party on our behalf and/or their accommodation.

The Policy provides general information on the nature of complaints, the 3 Stage complaints procedure and the expected resolutions.

Complaints

What is a complaint?

A complaint may arise when a resident considers that a service has not been delivered as advertised as might reasonably be expected.

A complaint is defined as an expression of dissatisfaction, however made, about an action taken or a lack of action.

A complainant may consider that Quercus Housing have:

- failed to provide a service
- failed to deliver a service in the time promised
- delivered an inefficient or poor quality service
- provided an unfair service
- failed to act in the proper manner
- made a mistake

Our residents should receive quality services, delivered according to the standards and procedures we have set. If we have failed our residents, we should do all we can to resolve their complaint.

If residents tell us when things go wrong, we can learn from our mistakes and provide better services in the future. An effective complaint procedure is beneficial for Quercus Housing as it:

- demonstrates that we are prepared to listen and respond to residents as part of our duty of care
- shows that we accept responsibility for our actions and respond when things go wrong
- we are prepared to improve services resulting in better services

Complaint procedure in practice

Quercus Housing ensures that all residents have a copy of the complaint procedure included in their Residents Handbook when they move into their new home.

The complaints procedure will be:

- simple to use and understand
- fair with a specified investigation process by trained and objective officers
- speedy to allow quick resolution of complaints with set time limits for investigation and response
- effective to deal with all issues raised and give a full response and appropriate remedy

There are **3** stages to the Complaints procedure:

A complaint will be logged and acknowledged within 2 working days.

Stage 1

On receipt of a complaint the officer will make every effort to try to resolve or rectify the problem quickly and informally, residents should be made aware that they have the right to invoke the formal complaints procedure if they are not happy.

If the query is not a complaint the officer should deal with the matter through the normal procedure.

Complaints should normally be made in writing. Complaints forms are provided in the Residents Handbook for residents to complete and return. However, in some cases, telephone calls or face to face interviews may be more appropriate.

If the resident requests a translator or help with the reporting of a complaint an officer will be available to provide assistance.

It is important that the response at Stage 1 is as comprehensive and thorough as possible and setting out the details of the investigation, its findings, and the next steps.

A Stage 1 complaint will be investigated by the Housing Officer within 15 working days, and the reply will be signed by the Head of Strategic and Private Sector Housing.

Stage 2

If a resident is not satisfied that their complaint has been dealt with at Stage 1, they can escalate their complaint to Stage 2. The officer receiving the call to escalate their complaint should explain the next steps in the process.

Complaints should normally be made in writing. Complaints forms are provided in the Residents Handbook that the residents can use to escalate their complaint.

However, in some cases, telephone calls or face to face interviews may be more appropriate.

If the resident requests a translator or help with communication officers will be available to provide assistance.

It is important that the response at Stage 2 is as comprehensive and thorough as possible and setting out the details of the investigation, its findings, and the next steps.

A Stage 2 complaint will be investigated by the Head of Strategic and Private Sector Housing within 20 working days, and the reply will be signed by the Deputy Chief Executive, Chief Officer People and Places.

Stage 3

Following the implementation of the Renters Rights Act if a resident is still not satisfied the complainant can refer their complaint to the Private Rented Sector Local Government Ombudsman, who will then consider the complaint.

The Private Rented Sector Local Government Ombudsman will decide if they are going to investigate the complaint and provide a deadline for Quercus Housing to provide the information, they require to complete their investigation.

Once the Private Rented Sector Local Government Ombudsman has completed their investigation, they will write to advise the complainant and Quercus Housing of the outcome.

Resolutions

Quercus Housing will ensure:

- if the complaint is justified, the matter is put right and an apology is given
- the reply is helpful, understanding, clear, on time and concise
- records of justified (and unjustified) complaints are kept, so we can learn from them and improve services; and
- an annual report on complaints is made available

Complaints follow up Action

A report will be prepared for the Board on a quarterly basis advising of the number of complaints received, the outcomes of the completed investigations and any lessons learnt that need to be incorporated into day to day delivery of services.



Complaints Form

Name of resident	
Address	
Contact number	
Email address	
Nature of Complaint	
Details of the Complaint	
Expected Outcome	