



Customer Feedback Policy

Approver	Board
Policy	Customer Feedback Policy
Date Last Revised	November 2016
Policy revised by	Resident Engagement Manager
Policy monitored by	Customer Feedback Review Panel
Next Revision Date	October 2019
Related Documents	Customer Care Code Customer Feedback Procedure Diversity Policy Resident Engagement Policy Disciplinary Policy Vexatious Complaints Policy
Location of Hard Copy	Chief Executive's Office

Signed:
Chief Executive:

Julia Ashley
On Behalf of the Board of Management

1. INTRODUCTION

- 1.1 C&C's Board of Management expects resident feedback to be responded to in a timely manner and that learning from feedback is recorded and shared in order that the services we provide continuously improve.

2. PURPOSE/STANDARD REQUIRED

- 2.1 The purpose of this policy is to set out the principles C&C will follow when handling and responding to resident feedback and complaints it receives about its services to residents.
- 2.2 This policy is intended to meet with the Homes & Communities Agency regulatory requirement as set out within its Tenancy, Involvement & Empowerment standard with regard to customer service, choice and complaints. It also complies with Regulation 16 of Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 for care providers to have in place a complaints system investigate all complaints and take necessary action.

3. SCOPE

- 3.1 This Policy applies to all employees, volunteers and Board and Committee members. It also applies to those employed by agencies under agreements with C&C. All of these will be referred to as 'Workers' in this policy.
- 3.2 Failure by any Worker to comply with this Policy may lead to disciplinary action being taken against them. Any disciplinary action will be dealt with in accordance with the Disciplinary Policy.

4. RESPONSIBILITIES

4.1. Workers

- 4.1.1 All workers are responsible for receiving and acting upon feedback provided by residents and customers.
- 4.1.2 The person receiving the feedback will respond directly, acknowledging the feedback and confirming how, and the timescale, it is to be dealt with.
- 4.1.3 Anonymous feedback will be reviewed by the manager of the service and appropriate action taken to investigate and rectify the situation on the basis of information available.

4.2 Business Delivery Team

- 4.2.1 The Business Delivery Team is responsible for promoting and supporting a 'You Said, We Did, This Happened' reporting culture throughout all operational areas.

4.3 Resident Engagement Team

- 4.3.1 The Resident Engagement Team will ensure stakeholders are able to access training relating to the implementation of this policy and will ensure a variety of opportunities for residents to engage and provide feedback.
- 4.3.2 The Resident Engagement Team will prepare customer feedback and complaints reports routinely for C&C's Board, Resident Scrutiny Panel and as required by management.

4.4 Customer Feedback Review Panel

- 4.4.1 The Customer Feedback Review Panel will monitor feedback at its quarterly meetings, including themes and response times and will agree actions and make recommendations as appropriate.

5. POLICY

- 5.1 C&C's residents and customers must feel able to give honest feedback about the service they receive. All feedback is welcome and all complaints, including those raised directly with the Chief Executive, will be passed to and investigated thoroughly by the most appropriate person. In most circumstances this will be the scheme or home manager. All complaints will be dealt with in accordance with the customer feedback policy and procedure and within timescales stated or as otherwise agreed with the customer.
- 5.2 A 'You said, We Did, This Happened' culture will be promoted throughout with all accountable for the customer feedback received, the timeliness of their responses and the difference made by those responses. Where completion of a proposed action is, or becomes, protracted, the resident will be routinely kept informed of progress.
- 5.3 All complaints, feedback, comments and compliments will be responded to within the framework of C&C's Diversity Policy and no one will be treated differently because they have made a complaint or provided feedback.
- 5.4 C&C does recognise that people may act out of character should their experience of a service have given rise to distress, and will be supportive in these situations.
- 5.5 Where a complaint is under consideration, 'new' items, unless they relate in substance to the matter which is being considered, cannot be added for consideration and will need to be the subject of a further complaint.

- 5.6 C&C expects staff to be treated with courtesy and respect and will not tolerate aggressive, abusive or violent behaviour (whether oral, written or physical) and will, if required, take action under the terms of the tenancy agreement. Likewise Staff are expected to conduct themselves in a professional manner, demonstrating courtesy and politeness towards customers.
- 5.7 A small minority of customers may use the complaints procedure to make complaints that are vexatious, in that they persist unreasonably with their complaints, and/or whose actions are unacceptable and/or who make unreasonable demands. Such actions may include, the amount of information customers seek; continuing to raise the same or similar matters repeatedly; the nature and scale of expected service, demanding a response within an unreasonable timescale; contacting multiple people within C&C about the same issue to cause confusion; continual phone calls, emails or letters, without adding anything new or constructive to the complaint; changing the substance of the complaint or continuing to complain about a problem without escalating it via the complaints process (this list is not exhaustive and is used for illustrative purposes.) C&C reserves the right to deal with these actions under its Unreasonable (Vexatious) Complaints Policy.
- 5.8 Staff will receive learning and development opportunities in order that they continually improve their approach to receiving and responding to feedback and complaints.
- 5.9 C&C will ensure that learning from feedback outcomes is used to inform future service improvement activity.

6. Supporting Documentation

- 6.1 The customer feedback procedure, policy and procedural flowchart can be found through C&C's Website, C&C's Intranet and locally at homes and schemes.