



# A GUIDE TO COMPLAINTS

# ABOUT THIS BOOKLET

This booklet is designed as a guide to making a complaint about a service you have received from Keystage CIC and Keystage Housing.

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# A WORD FROM THE SENIOR LEADERSHIP TEAM

At Keystage, we take pride in maintaining and improving your home.

We value your feedback, whether its a comment, compliment, or complaint. We see complaints as opportunities to learn and improve our services. Your concerns are addressed promptly and fairly, ensuring transparency and accountability in every step of the process.

If you have any issues, please don't hesitate to reach out. Our team is here to assist you and ensure your needs are met. Thank you for being a valued member of our community.

Warm regards,

The Keystage Senior Leadership Team  
*and the*  
Keystage Property Management Team

# Making a Complaint

Keystage CIC is committed to providing high quality services and any comments, compliments, concerns and complaints are addressed and resolved as quickly as possible.

We will deal with all complaints on an individual basis, being open and accountable and act fairly and proportionately.

## Who Can Make a Complaint?

Anyone who has had experience with Keystage CIC can make a complaint.

Complaints can be made on behalf of a service user, but with their full consent. This complies with Data Protection Act 1998.

If a complaint is made by a relative or friend, written consent must be gathered.

If the consent form is not returned in 20 working days, a reminder will be sent. If it is not received within 28 working days of the original complaint it is accepted that you do not give consent and a letter of confirmation will be sent explaining the complaint will be closed and why.

If a customer cannot consent due to physical incapacity or lack of capacity, consent is not required. In this case, the Director responsible for managing complaints will agree this on an individual basis.

# How to Make a Complaint

Keystage CIC offers many different opportunities to receive feedback from our residents. We have different surveys at different times of the year where you can provide your experience of your time with us.

You can offer a comment, compliment or complaint at any time. If you wish to make a complaint, there are many different ways to do so.

## Ways to make a complaint:



### Verbally

You can make a verbal complaint, in person or by phone - contact us on **0330 094 5954**



### In Writing

using the complaints form online, ask your Keystage Contact for more.



### Electronically

Via email or text message, email us on **[housing@keystagehousing.co.uk](mailto:housing@keystagehousing.co.uk)**



### Online Feedback Channels

Where possible, you can use our online feedback forms to make a complaint.

**You should make a complaint within 12 months of becoming aware of the issue or the event happening. Any longer, it will be at the discretion of the director in charge of complaints.**

# How We Investigate Complaints

We have two complaints stages as part of our investigation process. When you first raise a concern, our staff will aim to resolve it immediately. If it cannot be resolved, it will be raised as a complaint.

## Stage 1

An acknowledgment of your complaint will be given in 5 working days and you will be given an opportunity to discuss your complaint, how long the investigation is likely to take and when to expect a response. Following the investigation, you will receive a written response, including, but not limited to, a summary of each element, a summary of the investigation and conclusions and how to escalate to stage 2.

## Stage 2

The complaints investigator will contact you about next steps and the timescale this is likely to be completed within 5 working days.

You will be provided with an acknowledgement the complaint and the outcomes you are seeking.

Following the review and further investigation, you will receive a written response, containing but not limited to, a summary of each element, a summary of the investigation and conclusions and how to escalate to stage 2

# Escalating to the Ombudsman

If you are still unhappy with the response you have received as part of the investigation process you can contact the Housing Ombudsman.

## **There are many way to contact the Housing Ombudsman:**

### *Complaint Form*

<https://www.housing-ombudsman.org.uk/residents/make-a-complaint/>

### *Email*

[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

### *Phone*

0300 111 3000

Phone lines are open Monday, Tuesday and Wednesday 9am-5pm and Thursday 9am-3.30pm

### *Write*

Housing Ombudsman Service

PO Box 1484

Unit D

Preston

PR2 0ET

The Housing Ombudsman recommends customers to use the email or complaints form.

## Contact Us

***If you would like to get in touch contact us on:***

Email – [housing@keystagehousing.co.uk](mailto:housing@keystagehousing.co.uk)

Phone – 0330 094 5954

Website – <https://www.keystagehousing.co.uk/talk-to-us/>

***If you have a compliment, comment or complaint:***

Fill In Our Form – <https://forms.office.com/e/7AakY737bB>

Call Us – 0330 094 5954

Email Us – [housing@keystagehousing.co.uk](mailto:housing@keystagehousing.co.uk)

or speak to any of our Keystage Representatives who will be happy to discuss your concern.

***If you would like a copy of our Complaints Policy, please contact us using any of the above methods, or speak to a Keystage Housing Representative.***