

## **Suggestions, concerns and complaints policy**

### **Supported living**

The Retail Trust endeavours to provide the best possible service for people and residents who use our services. The organisation recognises every person's right to make suggestions, raise a low-level concern or a formal complaint. We also welcome compliments about any aspect of the services we provide.

We would, therefore, welcome any suggestions that you or your representative may have regarding how we could improve our services, any compliments when you feel we are performing well or any concerns or complaints that you or your representative may have regarding the service we provide.

The organisation operates a comprehensive, accessible and confidential complaints procedure. The Retail Trust will investigate any complaint following the procedure laid out in the policy.

Staff will be happy to offer support, advice and assistance with the suggestion or complaint if required.

#### **Process for making a compliment**

If you wish to compliment us on what we do we will be happy to receive your feedback verbally on the estates, in writing or by email [feedback@retailtrust.org.uk](mailto:feedback@retailtrust.org.uk)

#### **Process for making a suggestion or low level or initial concern**

1. If you or your representative wish to make a suggestion or raise a concern regarding your estate – it may be related to support, services or life on the estate – you can do so by speaking to a member of the residents committee or resident liaison officer on your estate which can then be raised at the next committee or resident liaison.
2. Complete the suggestion or concern form which can be requested from the office.
3. If you do not wish to make your suggestion or concern through the committee, you should discuss it with a member of the housing staff on your estate. They may be able to respond to the matter themselves, or they may need to discuss it with other members of the team, including the estate manager.
4. If there is no immediate solution, the estates team will look into your suggestion or concern and will respond in a prompt manner, keeping you updated if it cannot be actioned within seven working days. In certain circumstances, it may take longer to make a decision, collate information or reach a resolution and so it will not be possible to respond fully within seven working days. If this is the case, you will be informed of this in and kept informed of progress weekly.

#### **Process for making a formal complaint**

In line with the Housing Ombudsman's Complaint Handling Code, a complaint is defined as "an expression of dissatisfaction, however made, about the standard of service, action or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents."

**Stage One:**

1. If you or your representative wish to make a formal complaint please put it in writing to the estate manager, clearly stating what your complaint is about with as much detail as possible.
2. Your complaint will normally be acknowledged within five working days of it being received and read (Monday to Friday).
3. The estate manager will investigate your complaint and will normally report their findings to you in writing within ten working days. This letter will include:
  - A response to your main concern, detailing how the matter was investigated and what was discovered
  - Details of the action that has been or can be taken to rectify the matter
  - Details of the action that has been or can be taken to ensure that such issues do not arise again
  - Information about how you can take the matter further if you remain dissatisfied with the outcome or the process.
4. In certain circumstances, it may take longer to investigate or collate information so it will not be possible to respond fully within ten working days. If this is the case, you will be informed of this in writing and kept informed of progress. We will make every effort to resolve your complaint within a further ten working days.
5. The person that has been appointed to investigate the complaint may need to contact other people for information or advice but will normally report back to you in writing within ten working days. If this is not possible you will be advised of the expected timescale.
6. If your initial complaint is about the estate manager then you should follow the complaint procedure but address the complaint to Lawrence Coen, Managing Director of Residential Services, Retail Trust, The Form Rooms, 22 Tower Street, London WC2H 9NS or at [lcoen@retailtrust.org.uk](mailto:lcoen@retailtrust.org.uk)
7. If you are not satisfied with the outcome of your complaint, you can appeal the decision, which is Stage two of the complaints process.

**Stage Two:**

8. Your appeal must be made within 14 days of the outcome of your initial complaint. You will receive details on how to do this which will include writing to Lawrence Coen, Managing Director of Property and Residential Services, Retail Trust, The Form Rooms, 22 Tower Street, London WC2H 9NS or at [lcoen@retailtrust.org.uk](mailto:lcoen@retailtrust.org.uk)
9. Your appeal will be acknowledged within five working days.
10. We will endeavour to respond to stage two complaints within 20 working days. If we require an extension to this time to complete our investigation you will be advised of this. Any extension will be no more than 20 working days.
11. The decision of the appeal will be final and in writing.
12. If you are unhappy with the outcome of the appeal, you can refer the matter to the Housing Ombudsman, PO Box 1484, Unit D, Preston PR2 0ET or at [housing-ombudsman.co.uk](http://housing-ombudsman.co.uk)

If your complaint is about the Managing Director of Property and Residential Services then you should follow the complaint procedure but address the complaint to Peter Foster, CFO, Retail Trust, The Form Rooms, 22 Tower Street, London WC2H 9NS or at [pfoster@retailtrust.org.uk](mailto:pfoster@retailtrust.org.uk)

### **Exclusions:**

A matter may not be considered as a complaint or escalated if the following applies:

- The issue giving rise to the complaint occurred over 12 months ago
- Legal proceedings have commenced
- The matter has previously been considered under the complaints process.

If we make the decision not to accept a complaint, we will confirm details of the reasons why we have made this decision in writing to the resident. If you are unhappy with the decision for exclusion, you can refer the matter to the Housing Ombudsman, PO Box 1484, Unit D, Preston PR2 0ET or at [housingombudsman.co.uk](http://housingombudsman.co.uk)

### **External Agencies**

The Retail Trust is a member of the Independent Housing Ombudsman Scheme.

If you require further support, or are unhappy with the outcome of your complaint or suggestion, you can contact any of the following at any time throughout the process (local area numbers will be provided for each individual estate below):

- Local Authority Social Work Services
- Independent Advocacy Services.

Responsible officer: **Managing Director of Property and Residential Services**

Last review date: **October 2025**

Next review due: **October 2028**

## Suggestion or concern form

<b>Name</b>	
<b>Name of representative (if applicable)</b>	
<b>Address for correspondence</b>	
<b>Telephone number</b>	Day Evening
<b>Email address</b>	
<b>Brief details of suggestion or concern</b>	

### Office use only

<b>Received by</b>	
<b>Date and time received</b>	