



RENTPLUS HOMES COMPLAINTS POLICY

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Approved by:	Rentplus Homes Ltd Board

1.0 Policy Statement

- 1.0 Rentplus Homes Limited ("**Rentplus**") are committed to providing tenants with the highest standards of service. However, there may be occasions when our service falls short of their expectations. This policy is designed to make sure we are aware of their views so we can address their concerns.
- 1.1 To ensure tenants maximum protection, our complaints policy has been designed to meet the requirements of all the regulatory authorities that control our business.
- 1.2 This document is provided for information purposes only and does not create any legal rights or obligations.

2.0 Policy Objectives

- 2.1 Rentplus will ensure that all Rentplus customers, applicants and tenants will have their concerns listened to fairly and promptly and that any issues

are dealt with professionally and any decisions are explained clearly to our customers on time.

3.0 Definition of a Complaint

- 3.1 A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by Rentplus, its own staff, or those acting on its behalf, affecting an individual tenant or group of residents
- 3.2 The term tenant is used throughout the policy but equally applies to applicants and other customers of Rentplus.
- 3.3 The customer does not need to use the word complaint for it to be treated as such. Rentplus will always take appropriate steps to resolve issues for our tenants as early as possible.

4.0 Policy

- 4.1 Rentplus operates a 2-stage complaints process for our tenants in line with The Housing Ombudsman's Complaint Handling Code. This ensures our tenants have the opportunity to challenge any decision by correcting errors or sharing concerns via the Stage 2 appeal process. . Residents have the right to express their concerns about how their issue is being managed at any time and Rentplus will continue working towards a resolution whilst also addressing the complaint in line with this policy.
- 4.2 **Stage One**
In the first instance, tenants who are unhappy with the service they are receiving from Rentplus can tell us what they are unhappy about and what they would like us to do to resolve the matter.

This can be done in writing to:

Rentplus Homes Ltd
11 Exchange Square,
21 North Fourth Street,
Milton Keynes,
MK9 1HL

Or by contacting Rentplus Homes Ltd on 01908 738400

Or by emailing – complaints@rentplushomes.co.uk

- The tenants' concerns will be considered by a manager within the Rentplus Homes team, who will investigate the matter.
- Rentplus Homes will send a written acknowledgement within 5 working days. They will be told, in the written acknowledgement, who is to be responsible for investigating the issues raised
- Tenants will receive a detailed response within 10 working days of our acknowledgement of their complaint. If further time is needed to investigate their concerns, then they will receive a written explanation for any delay within those 10 working days. This delay should not be more than a further 10 working days without a reasonable explanation.
- If we do not hear from them within a further eight weeks from our response, we will assume the matter has been addressed and close our file.
- Where residents raise additional complaints during the investigation, these will be incorporated into the stage 1 response if related. If the stage 1 response has been issued, or the new issue is not related to the current investigation, the complaint will be logged as a new case.

4.3 Stage Two

- If after receiving our response the tenant is not happy with the decision, they have the right to challenge this decision.
- They must contact us again by email, letter or phone using the contact details above and explain why they are unhappy about the decision and what they would like Rentplus Homes to do to rectify the issue.
- At Stage Two, the tenants' concerns will be considered by a Director within the Rentplus Homes team, who will investigate the matter.
- Rentplus Homes will send a written acknowledgement within 5 working days. The tenant will be told, in the written acknowledgement, who is to be responsible for considering the appeal.
- Tenants will receive a detailed response within 20 working days of our acknowledgement of their appeal. If further time is needed to investigate their concerns, then they will receive a written explanation for any delay within those 20 working days.

This delay should not be more than a further 10 working days without a reasonable explanation.

- If we do not hear from them within a further eight weeks from our response, we will assume the matter has been addressed and close our file.
- If the tenant remains dissatisfied at the end of the Rentplus Homes complaints process then they may present their complaint to the Housing Ombudsman.

Housing Ombudsman
info@housing-ombudsman.org.uk
Telephone: 0300 111 3000

5.0 Investigating a Complaint

5.1 When investigating a complaint, the investigating officer will take a tenant focused approach and ensure that the tenant has the opportunity to explain their point of view. The tenant's expectations will be managed from the outset of the investigation particularly if the tenants' expectations are unreasonable or unrealistic. If required, the tenant will be given the opportunity for a representative to act on their behalf.

5.2 To ensure fairness the investigating officer shall:

- deal with complaints on their merits
- act independently and have an open mind
- take measures to address any actual or perceived conflict of interest
- consider all information and evidence carefully
- keep the complaint confidential as far as possible, with information only
- disclosed if necessary to properly investigate the matter.

6.0 Responding to a Complaint

6.1 When responding to a tenant the investigating officer should use plain language and address each of the points raised by the tenant and give clear reasons for any decisions that have been made.

The response to the tenant must include the following information:

- the complaint stage

- the outcome of the complaint
- the reasons for any decisions made
- the details of any remedy offered to put things right
- details of any outstanding actions
- details of how to escalate the matter if dissatisfied

7.0 Exclusions

7.1 Rentplus Homes will not consider a complaint:

- if the issue occurred more than 12 months previously, unless the complaint concerns health and safety or safeguarding issues, or refers to an ongoing problem. Discretion can be applied to accept complaints made out of this time frame where there are good reasons to do so.
- if the legal proceedings have already started in relation to the issue, or,
- If the matter has already previously been considered under the complaints policy at stage 2.

7.2 If Rentplus Homes decides not to consider a complaint the tenant will be provided with a detailed explanation setting out the reasons why the issue is not suitable for the complaints process.

7.3 The tenant will be made aware of their right to challenge this decision by taking their complaint to the Housing Ombudsman. Rentplus Homes will then consider the complaint if instructed to by the Ombudsman.

8.0 Managing Unacceptable Behaviour

8.1 Rentplus Homes is committed to handling complaints fairly and respectfully. However, we also have a duty to protect our staff and ensure a safe and professional environment. If a resident or their representative exhibits behaviour that is abusive, threatening, or otherwise unacceptable, we will take appropriate steps to manage the situation.

8.2 Procedure for Unacceptable Behaviour

- **Initial Warning: If behaviour is deemed unacceptable, we will inform the individual in writing, outlining the issue and requesting a change in conduct.**

- **Behaviour Monitoring:** Continued unacceptable behaviour may result in further monitoring, and we will keep records of all interactions.
- **Restrictions on Contact:** If necessary, we may impose restrictions, such as limiting communication to written correspondence, assigning a single point of contact, or restricting direct contact altogether. Any restrictions will be communicated in writing, with clear reasons provided.
- Any restrictions placed on contact will be proportionate and demonstrate regard for the provisions of the Equality Act 2010.
- **Regular Review:** All restrictions will be reviewed periodically to assess whether they remain necessary. If behaviour improves, restrictions may be lifted.

8.3 To ensure transparency and fairness, any restrictions placed on a resident or their representative will be supported by documented evidence, including:

- Records of incidents, including dates, times, and nature of the behaviour.
- Copies of warnings or communications issued regarding the behaviour.
- Notes from staff detailing interactions and concerns.
- Review dates and assessments of whether restrictions should continue or be lifted.

9.0 Performance Monitoring

9.1 Complaints to rentplus homes will be monitored and performance will be reported to the Rentplus Homes board quarterly under KPI O-1 and O-2

10.0 Risk Management

Potential risk	Mitigating action
The health safety and wellbeing of a tenant may be affected by the actions or inactions of Rentplus Homes Ltd or our partner or contractor organisations.	The complaints policy is communicated to all tenants and applicants of Rentplus Homes Ltd to ensure an easy communication route for customers to express concerns or dissatisfaction with the products or services provided to them
Complaints are not handled effectively which could cause dissatisfaction, bad PR or general	All complaints will be monitored and recorded to ensure that the response times processes detailed in the Complaints Policy are adhered to and

safety issues for customers or contractors of Rentplus Homes Ltd	that all tenants complaints are listened to and responded to appropriately. Rentplus Homes Ltd will review policies, procedures or practices that may be appropriate to prevent future complaints or dissatisfaction with our services.
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11.0 Relevant Legislation, Policies & Guidance

- Equality Act 2010
- Housing Act 1996
- Localism Act 2011
- RSH Transparency, Influence and Accountability Standard April 2024
- RSH Consumer standards Code of Practice April 2024

12.0 Equality and Diversity

- 12.1 Rentplus Homes Ltd shall comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs.
- 12.2 Tenants are made aware of their rights to have their complaints handled by a representative and can be provided with a copy of this policy in different languages or formats if required.

13.0 Monitoring & Review

- 13.1 This policy will be reviewed every three years or where:
- There are significant changes to legislation or other guidance
 - There are found to be deficiencies or failures in this policy, as a result of complaints or findings from any independent organisations
 - Our self assessment against The Housing Ombudsman's Complaint handling code differs from requirements