JOHN HENRY KEENE
Memorial Homes
Founded 1933

John henry Keene Memorial Homes

Registered charity number: 220807

Complaints Policy

1 Introduction

1.1 This policy applies to John Henry Keene Memorial Homes and seeks to ensure that John Henry Keene Memorial Homes complaints process is flexible and responsive to the needs of individual residents to enable them to be heard and understood.

John Henry Keene Memorial Homes complies with the Complaint Handling Code (the **Code**) issued by the Housing Ombudsman Service. All complaints dealt with under this policy will be dealt with in a manner consistent with the Code and the Charity will maintain all records as required by the Code.

1.2 A **complaint** is defined as: "an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by John Henry Keene Memorial Homes, its trustees, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

1.3 The word "complaint" does not need to be used expressly for the matter to be considered a complaint. Whenever a resident expresses dissatisfaction John Henry Keene Memorial Homes will give them the option to make a complaint. Complaints made by residents may be made by the resident's carer, family members or a representative of a resident and these must be handled in line with John Henry Keene Memorial Homes complaints policy.

1.4 Complaints can be made to any staff member of John Henry Keene Memorial Homes. This can be done in a number of ways which include:

- Telephone
- Face to face
- Email
- Letter

1.5 A service request is a request from a resident requiring action to be taken to put something right. (e.g., to carry out routine maintenance etc.) **service request**s are not a **complaint**. Service requests should be dealt with in accordance with the Residents' Handbook. Failure to deal appropriately with a service request may lead to the matter being dealt with as a complaint.

1.6 Service requests will be recorded, tracked, and monitored to completion

1.7 A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. John Henry Keene Memorial Homes will not stop our efforts to address the service request if the resident raises a complaint.

1.8 An expression of dissatisfaction with services made through a resident's survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to.

1.9 In dealing with complaints John Henry Keene Memorial Homes will ensure that:

(a) individuals who raise a complaint are listened to and treated with courtesy and empathy.

(b) residents will never be disadvantaged as a result of raising a complaint.

(c) complaints will be investigated promptly, thoroughly, honestly, and openly; and

(d) in dealing with complaints John Henry Keene Memorial Homes will comply with confidentiality and data protection policies.

2 Exclusions

2.1 John Henry Keene Memorial Homes must accept a complaint unless there is a valid reason not to do and will ensure we consider the individual circumstances of each complaint.

2.2 The following matters will not be considered as complaints:

(a) The issue giving rise to the complaint occurred over twelve months ago.

(b) Legal proceedings have begun as defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at Court.

(c) Matters that have previously been considered under the complaints policy.

(d) the complainant is anonymous, unless there is sufficient documentary evidence to substantiate the complaint.

2.3 Unless excluded on other grounds, John Henry Keene Memorial Homes will accept complaints referred to them within 12 months of issue occurring or the resident becoming aware of the issue. Where there are good reasons to do so, John Henry Keene Memorial Homes will also consider whether to apply discretion to accept complaints made outside the time limit.

2.4 If a complaint is not accepted a detailed explanation will be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and their right to take that decision to the Ombudsman (see details below). The Ombudsman may direct the John Henry Keene Memorial Homes to take on the complaint.

3 Unreasonable behaviour

We understand that residents can get upset and frustrated when things have gone wrong.

3.1 If John Henry Keene Memorial Homes feels a complaint is pursued unreasonably, including any actions or behaviours of the resident/representative, these complaints will be reviewed in line with John Henry Keene Memorial Homes unreasonable behaviour policy.

3.2 All complaints will be reviewed on an individual basis

3.3 If any restrictions are put in place, these will proportionate and demonstrate regard for the provisions of the Equality Act 2010.

3.4 John Henry Keene Memorial Homes will ensure any restrictions will be recorded, monitored and reviewed regularly and the complainant updated following the review.

3.5 Any restrictions in place will not prevent John Henry Keene Memorial Homes from ensuring the complaint can be taken through the full complaints process.

4 Accessibility and awareness

4.1 Complaints will be dealt with in a manner that is consistent with John Henry Keene Memorial Homes Equality & Diversity Policy and the Charity's duties under the Equality Act 2010.

4.2 If any individual making a complaint wishes John Henry Keene Memorial Homes to make reasonable adjustments to accommodate an individual's particular needs, they, or their representative, can contact John Henry Keene Memorial Homes by phone, email or in person to discuss what adjustments may be possible.

4.3 John Henry Keene Memorial Homes acknowledges that a high volume of complaints must not be seen as negative, as this can be indicative of a well-publicised and accessible complaints procedure. Low complaint volumes are potentially a sign that residents are unable to complain.

4.4 The complaints handling policy will be listed in the Residents Handbook, published on John Henry Keene Memorial Homes website, It will also be hand posted to residents.

4.5 Residents will have the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting. We will always follow data protection measures when disclosing any information to a third party.

5 Complaint handling staff

5.1 Complaints will be investigated by the Complaints Officer at Stage One.

5.2 Complaints will be investigated by the Appeals Officer at Stage Two.

5.3 If the Complaints Officer and/or the Appeals Officer are conflicted, or the complaint relates to the Complaints Officer and/or the Appeals Officer, the complaint should be directed to the Board of Trustees.

5.4 Staff will be suitably trained in the importance of complaint handling.

6 Complaints process

6.1 At each stage of the complaints process, John Henry Keene Memorial Homes will:

a) deal with complaints on their merits;

b) act independently and have an open mind but may consider reports of previous complaints that relate to the same issue being complained about;

c) give the resident a fair chance to set out their position;

d) take measures to address any actual or perceived conflict of interest; (which may include asking another trustee to investigate the complaint);

e) consider all relevant information and evidence carefully.

f) keep the details of the complaint confidential as far as possible, with information only being disclosed if necessary to properly investigate the matter.

7 Stage One of the Complaints Process

7.1 John Henry Keene Memorial Homes will acknowledge the complaint and make a record, within 5 working days. The acknowledgement will:

(a) summarise John Henry Keene Memorial Homes understanding of the complaint (The complaint definition);

(b) make clear which aspects of the complaint John Henry Keene Memorial Homes is, and is not, responsible for and clarify any areas where this is not clear;

(c) summarise John Henry Keene Memorial Homes understanding of what the Complainant is seeking as an outcome;

(d) raise any questions that require clarification from the Complainant; and

(e) set out the next course of action and anticipated timescale.

7.2 John Henry Keene Memorial Homes will issue a full response within 10 working days from the complaint being acknowledged. In exceptional cases, if we anticipate that the complaint will take longer to resolve, this will be explained to the resident with a clear timeframe set out for the resolution of the complaint which will not exceed a further 10 working days, without good reason. If any further extensions are required, this will be in agreement with resident who will be updated at regular intervals. Such explanation should also include the contact details of the Housing Ombudsman.

7.3 A complaint response will be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions will be tracked and actioned promptly with appropriate updates provided to the resident.

7.4 We will investigate the complaint in an impartial manner permitting all relevant parties to provide information. The resident and any third parties involved in the complaint should be given the opportunity to set out their position before any final decision is made. We may delegate the management and investigation of the complaint to another individual.

7.5 If the staff member dealing with the complaint is conflicted, or the complaint relates to that staff member, the complaint should be directed to the Chair of Trustees details are in the Residents' Handbook.

7.6 If the complaint involves questions relating to the John Henry Keene Memorial Homes or the resident's legal obligations, John Henry Keene Memorial Homes will set out clearly our understanding of the respective legal obligations and may seek legal advice before doing so.

7.7 If new issues are raised by the resident during the stage one process, these should be dealt with as part of the process if they are relevant. However, if the issues relate to a different issue and/or are raised after the response has already been issued, the issues will be dealt with as a separate complaint.

7.8 In responding to the complaint, we will confirm in writing:

(a) The complaint stage

(b) The complaint definition

(c) The decision on the complaint

(d) The reasons for any decisions made

(e) The details of any remedy offered to put things right

(f) Details of any outstanding actions; and

(g) Details of how to escalate the matter to stage two if the individual is not satisfied with the result.

8 Stage Two of the Complaints Process

8.1 If the resident is not satisfied with the response at stage 1, they can escalate their complaint to stage 2. This can be done in writing by email, via telephone call or in person. The person dealing with the complaint at stage 2 will not be the same person that responded at stage 1.

8.2 The resident does not need to provide reasons for requesting the complaint to be escalated

8.3 John Henry Keene Memorial Homes will acknowledge the complaint at stage 2 within 5 working days of receipt and will

(a) summarise John Henry Keene Memorial Homes understanding of the complaint (the complaint definition);

(b) summarise John Henry Keene Memorial Homes understanding of what the resident is seeking as an outcome;

(c) raise any questions that require clarification from the resident; but acknowledge that reasons do not need to be given for the complaint to be escalated to stage 2;

(d) set out the next course of action and anticipated timescale.

8.4 John Henry Keene Memorial Homes will respond in writing to the resident within 20 working days of the stage 2 complaint being acknowledged, informing them of the outcome of the investigation.

8.5 If John Henry Keene Memorial Homes believes that the appeal will take longer than 20 working days, this will be explained to the resident with a clear timeframe set out for the resolution of the complaint which will not exceed a further 20 working days. If any further extensions are required, this will be in agreement with resident who will be updated at regular intervals. Such explanation should also include the contact details of the Housing Ombudsman.

8.6 A complaint response will be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions will be tracked and actioned promptly with appropriate updates provided to the resident.

8.7 In responding to the stage 2 complaint, we will confirm in writing:

(a) The complaint stage

(b) The complaint definition

(c) The decision on the complaint

(d) The reasons for any decisions made

(e) The details of any remedy offered to put things right

(f) Details of any outstanding actions; and

(g) Details of how to escalate the matter to the Housing Ombudsman will be provided if the resident is not satisfied with the response.

9 Putting things right where something has gone wrong

9.1 Where something has gone wrong John Henry Keene Memorial Homes will acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:

• Apologising;

• Acknowledging where things have gone wrong;

• Providing an explanation, assistance or reasons;

• Taking action if there has been delay;

• Reconsidering or changing a decision;

• Amending a record or adding a correction or addendum;

• Providing a financial remedy;

• Changing policies, procedures, or practices.

9.2 Any remedy offered must reflect the impact on the resident as a result of any fault identified.

9.3 The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.

9.4 John Henry Keene Memorial Homes will take account of the guidance issued by the Housing Ombudsman when deciding on appropriate remedies.

10 Scrutiny & oversight

10.1 John Henry Keene Memorial Homes has a senior lead person who is accountable for our complaint handling. This person will assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.

10.2 A member of the board of trustee's has been appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is known as the Member Responsible for Complaints (MRC)

11 Annual Review

11.1 This policy will be reviewed on an annual basis

11.2 John Henry Keene Memorial Homes will carry out an annual self-assessment in accordance with the Code.

11.3 The Trustees of the Charity will consider any findings or recommendations of the annual self-assessment and the annual complaints performance and service improvement report.

12 For the purposes of this policy:

12.1.1 Contact for Stage 1:

Name: Helen Carter

Telephone number: 07752 758670

Address: c/o Management Office, 2A Keene Homes, Broomfield Road, Chelmsford, CM1 1RL

Email address: clerk@keenehomes.org.uk

12.1.2 Contact for Stage 2

Name: Duncan Lumley (Chair of Trustees)

Telephone number: 07768 148155]

Address: c/o Management Office, 2A Keene Homes, Broomfield Road, Chelmsford, CM1 1RL

Email address: chair@keenehomes.org.uk

Housing Ombudsman Service

The contact details for the Housing Ombudsman Service are:

Telephone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Website: www.housing-ombudsman.org.uk

Address: Housing Ombudsman Service,

PO Box 1484, Unit D, Preston, PR2 0ET

Review Cycle

This policy has been approved for issue by the board of trustees of The John Henry Keene Memorial Homes

Signature: .....

Name: .....

Date: .....

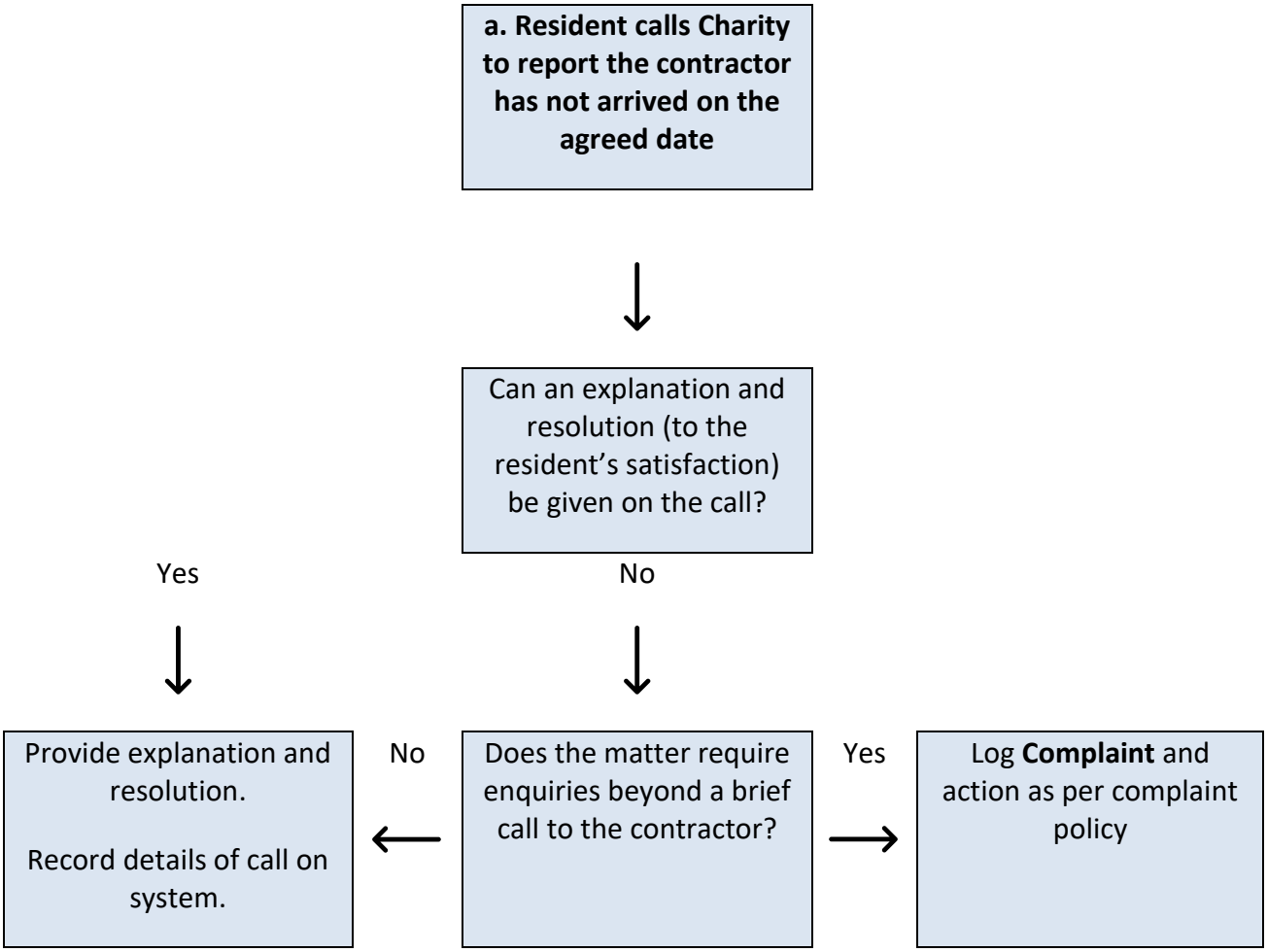
This policy will be reviewed every 1 year.

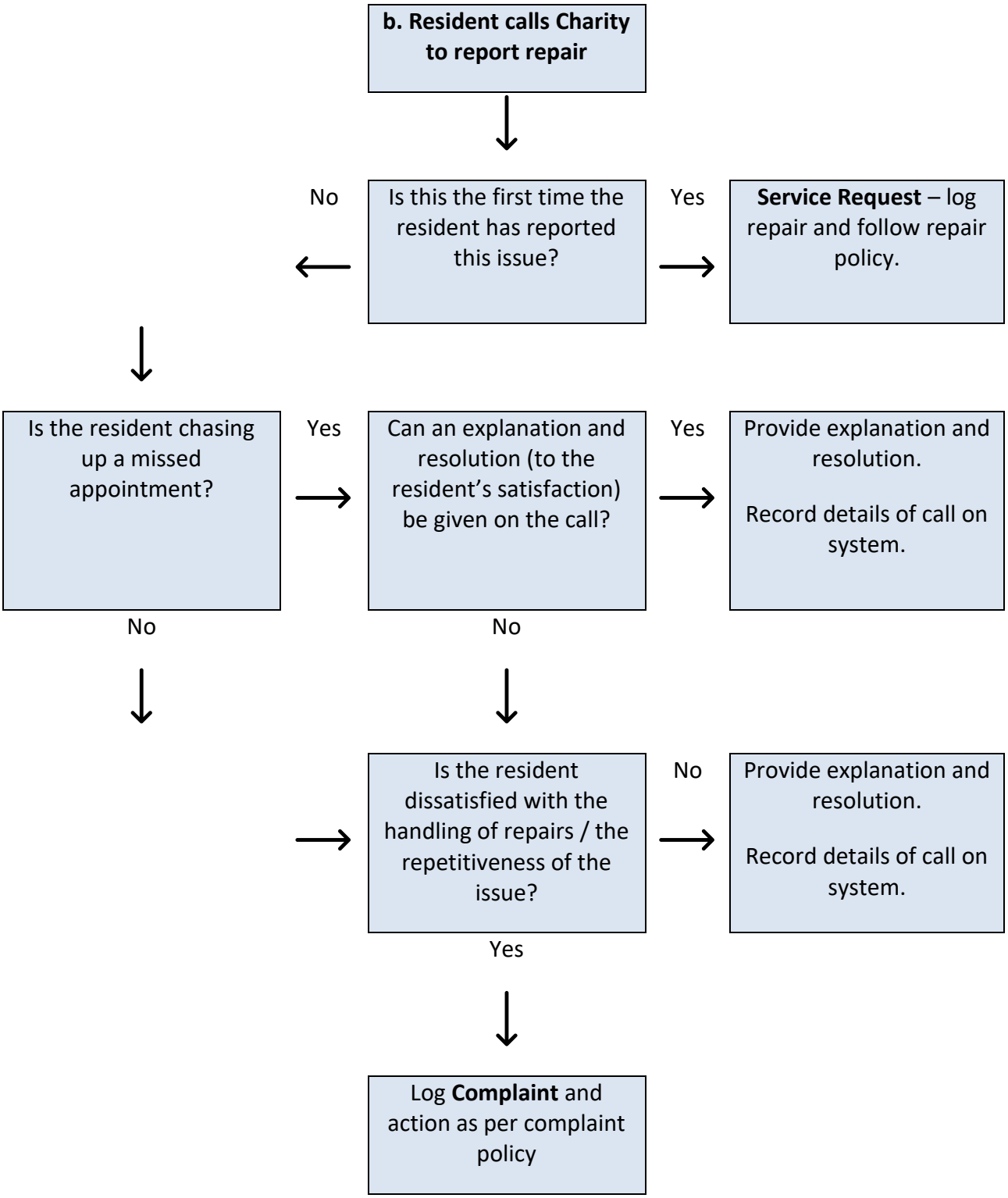
Review date: April 2027

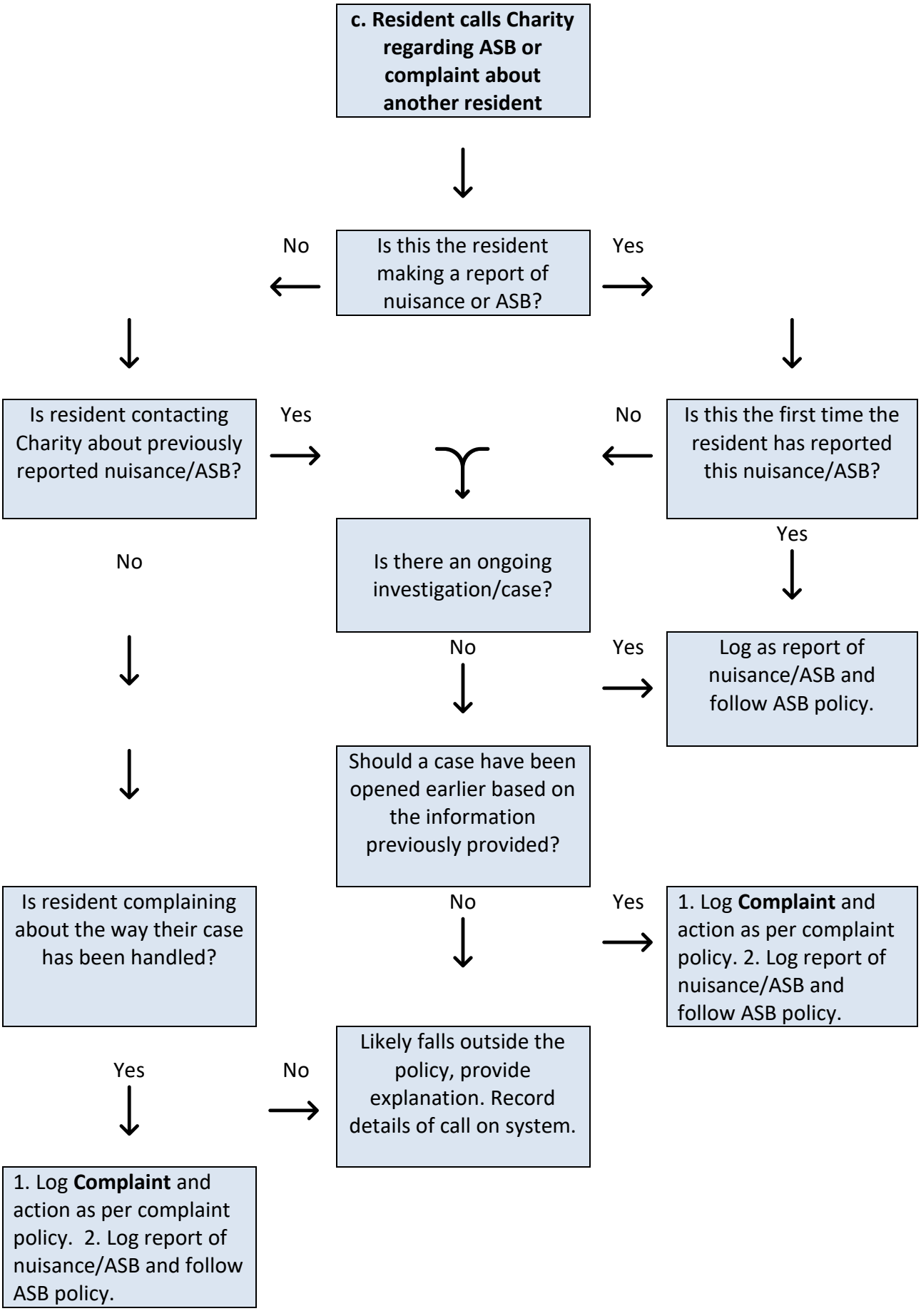
Appendix for internal use only

Service request or complaint?

(Flow Charts with 3 example scenarios)




b. Resident calls Charity to report repair
Is this the first time the resident has reported this issue?
No
Yes
Service Request – log repair and follow repair policy.
Is the resident chasing up a missed appointment?
Yes
No
Can an explanation and resolution (to the resident's satisfaction) be given on the call?
Yes
No
Provide explanation and resolution.
Record details of call on system.
Is the resident dissatisfied with the handling of repairs / the repetitiveness of the issue?
No
Yes
Provide explanation and resolution.
Record details of call on system.
Log Complaint and action as per complaint policy


c. Resident calls Charity regarding ASB or complaint about another resident
Is this the resident making a report of nuisance or ASB?
No
Yes
Is resident contacting Charity about previously reported nuisance/ASB?
Yes
No
Is this the first time the resident has reported this nuisance/ASB?
No
Yes
Is there an ongoing investigation/case?
No
Yes
Log as report of nuisance/ASB and follow ASB policy.
Should a case have been opened earlier based on the information previously provided?
No
Yes
1. Log Complaint and action as per complaint policy. 2. Log report of nuisance/ASB and follow ASB policy.
Is resident complaining about the way their case has been handled?
Yes
No
Likely falls outside the policy, provide explanation. Record details of call on system.
1. Log Complaint and action as per complaint policy. 2. Log report of nuisance/ASB and follow ASB policy.