



## COMMENTS AND COMPLAINTS PROCEDURE

It is important to have a properly organised arrangement of dealing with complaints, which fits into the way LTF finds out what Tenant and Residents Associations and others think about our services at LTF.

Such a procedure should not be seen as a threat, but as a positive means of identifying weak points with the aim of improving the overall quality of the service provided.

## GRIEVANCE PROCEDURE AND COMPLAINTS PROCEDURE

The complaints procedure is separate from the *grievance procedure*, which is for the staff of LTF.

A member of staff shall not normally use the grievance procedure to prevent the complaints procedure from running its course. A member of staff may use the grievance procedure if:

- (a) the agreed complaints procedure is not adhered to; or
- (b) the same person persists in making complaints, which are found to be unwarranted.

## DISCIPLINARY PROCEDURE AND COMPLAINTS PROCEDURE

If the Chair and/or Management Committee consider there is a disciplinary issue arising from the investigation of a complaint, this shall be dealt with in accordance with the agreed disciplinary procedure after the complaints procedure as been completed.

## SUPPORT

Having a complaint made against a member of staff can be worrying and stressful. Staff need support and it will be up to the Staff and Employment Sub

Committee or the Chair of the Management Committee or other designated person(s) to ensure this is given in an appropriate way.

Below is the "Comments & Complaints" procedure, which aims to ensure:

- (a) Users can have a constructive say in what LTF is doing;
- (b) Concerns and problems can be sorted out before they turn into formal complaints;
- (c) There is a mechanism for handling complaints in a formal way where necessary.

## COMPLAINTS PROCEDURE

### WHAT DOES LEWISHAM TENANTS FUND DO?

LTF is a Borough-wide organisation for all Council tenants in the Borough of Lewisham. The Tenants via LB Lewisham finance the fund. It is an independent limited company managed by a voluntary management committee of elected tenant association representatives and employs 2 part time members of staff.

The Fund provides financial aid to set up and support tenant and resident associations. They also match fund with the LB Lewisham to provide training for TR&A's. A monitoring function is also carried out to oversee the stewardship of grant funds.

### MAKING COMMENTS AND COMPLAINTS

As a busy organisation we may occasionally make mistakes or our services might not always be up to the standard of expectation of our users.

We are keen to hear from you if you have any constructive comments to make about the Fund and the services we provide. At the same time anyone who uses the services has the right to complain if they are not satisfied with the quality of service they have been given.

We welcome your views and will do our best to deal with complaints promptly and efficiently. Lewisham Tenants Fund would like to hear from you if you have any comments or complaints to make:

- (a) On the service you are getting from the Fund
- (b) Because of being refused a service without an acceptable reason.
- (c) Because of unnecessary delays in the Fund providing a service.
- (d) Because of a failure to provide information or giving out inaccurate information
- (e) Because of decisions or actions of a member of the Fund staff
- (f) Because the way the fund is run, i.e. ways of working that are contrary to the policy on equal opportunities.
- (g) Because you believe you have been discriminated against.

## MAKING A COMPLAINT

### AN INFORMAL CHAT

Most complaints may easily be resolved by talking the problem over with either a member of staff you are in contact with at Lewisham Tenant Fund or a member of the management committee. An informal chat may resolve the problem or clear up any misunderstandings.

If this action is inappropriate or if after a chat you are still not satisfied with the way that your complaint has been handled, please follow the procedure outlined below:

### MAKING A FORMAL COMPLAINT

(N.B. Complaints against members of staff should normally be put in writing. Anonymous complaints and, unless there is a special reason, complaints not in writing will be disregarded.)

#### **Stage One**

Send your complaint in writing to the Chair of Lewisham Tenants Fund at the address given at the end of this document.

Upon receipt of your complaint the Chair will;

- send an acknowledgement (within 5 working days) that the complaint has been received.
- investigate your complaint and reply, in writing, within 28 days of receipt of your complaint.

... as part of her/his investigation, the Chair may arrange to hold a meeting with you (and, where appropriate, the person against whom the complaint has been made) in an effort to resolve the issue).

#### **Stage Two**

If you are still not happy after receiving the Chair's response, you can ask that your complaint be referred to the Management Committee. Such a request should be made in writing to the Chair and be received within 21 days of the written reply to Stage One.

You will be invited to attend a meeting of the Management Committee at which your complaint is to be considered and will be entitled to bring a friend or companion with you if you wish.

The decision of the Management Committee will be given to you within 7 working days of its meeting and will be final as far as Lewisham Tenants Fund is concerned.

At all stages the time limits can be altered by mutual consent.

Please address your complaints to:

The Chair  
Lewisham Tenants Fund  
Sandhurst Room  
Ground Floor  
Old Town Hall  
LONDON  
SE6 4RU

Please mark Private & Confidential