

An abstract, artistic photograph of liquid splashes in shades of blue and green, set against a white background. The splashes are dynamic and fluid, with various textures and colors ranging from light turquoise to deep blue and vibrant green. The central text is overlaid on this image.

Complaints Policy and Process (Residents)

VERSION: 1.0

DATE: JUNE 2024

Why we have a policy

We're the national charity for people in printing, publishing, packaging, and paper. We provide practical, emotional, and financial support for people from our sector, as well as championing young talent within our industry.

We set ourselves high standards but recognise there may be times when we fall below expectations. If we do, we want you to be free to tell us, to give us a chance to respond and where appropriate, to put things right and learn lessons for the future.

Policy Statement

At The Printing Charity (The Charity), we are committed to providing a high-quality service and we welcome feedback from those we support. We aim to treat any complaint about any aspect of our services or organisation in a professional, impartial, timely, open, and honest way. We will ensure that:

- Our complaints process is clear, flexible, and responsive to the needs of people who contact us
- We publish our complaints procedures and make information about them easily accessible on our website
- We manage complaints in accordance with our procedures or, where this is not possible, within a reasonable timescale
- Those who complain are listened to and treated with courtesy and empathy, and apologies are given as appropriate
- No beneficiary, resident or service user will be disadvantaged as a result of making a complaint
- Our complaints process complies with confidentiality and data protection policies

The Charity follows the guidance of the Charity Commission and the Housing Ombudsman regarding complaints, and we will cooperate fully in any investigation held by them following a complaint about the Charity's activities.

Our Sheltered Homes

In relation to our sheltered homes, we agree to:

- Meet the requirements of the Housing Ombudsman Scheme and establish a complaints procedure in accordance with their recommendation
- Publish our membership of the Housing Ombudsman Scheme, and make information about the scheme accessible on our website and in correspondence with our residents
- Keep residents informed of their right to bring complaints to the Housing Ombudsman under the scheme
- Follow the scheme's self-assessment requirements

Self-assessment

We will carry out an annual self-assessment of our residents' complaints process using the Housing Ombudsman's template, to make sure we remain in line with the scheme's requirements. We will also carry out a self-assessment following a significant restructure and/or change in procedures. If we are asked to, we will repeat the self-assessment following a formal investigation.

Following each self-assessment, we will:

- report the outcome of our self-assessment to our board of trustees
- publish the outcome of the assessment on our website
- include the self-assessment in our Annual Report

Process for making a complaint (Stage One)

The Charity will not be able to deal with an issue through this complaints process if:

- a complaint relates to a legal matter that is already being dealt with by a solicitor
- the complaint is anonymous, unless there is sufficient documentary evidence provided to substantiate the complaint

Who can make a complaint

You can make a complaint using this process if you are a resident of one of our sheltered retirement almshouses, or a representative of a resident, such as a family member or carer.

What is a complaint?

The Housing Ombudsman defines a complaint as 'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Charity, its staff or those acting on its behalf, affecting an individual resident or group of residents'.

At the Printing Charity, we recognise that from time to time, concerns may arise that relate to your home, or the communal areas of our sites that you share with other residents, or you may spot something that needs to be brought to our attention. If so, you may need to ask us to put something right. We refer to these as service requests. Complaints may arise if something you have brought to our attention has not been resolved satisfactorily.

To speak to us about a service request, you are encouraged to contact a member of our on-site team. Service requests will be prioritised in accordance with our maintenance plan, with safety and safeguarding always a high priority. We will confirm what action we will take, and where possible we will give you an indication of the timeframe it may take to resolve.

If you have asked us to put something right and you are unhappy with the response or action we have taken, or your concern is of a more serious nature, please use this complaints process to let us know.

How to make a complaint

You or your representative can make a complaint in person or in writing, either by letter or email. A written complaint should include sufficient detail to enable us to investigate.

Explain what has gone wrong:

- What the issue is
- When it was first reported
- What you believe we should have done
- What affect this has had

Who to make the complaint to

Complaints should be made to the Head of Welfare & Wellbeing, who will log the complaint and acknowledge receipt of a written or email complaint within **five** working days.

This acknowledgement will indicate the next course of action and the anticipated timescale.

Write to: Head of Welfare and Wellbeing
 Fourth Floor, The Pinnacle
 Station Way
 Crawley
 West Sussex
 RH10 1JH

Email: support@theprintingcharity.org.uk

Timescale

We will try to resolve the complaint within **ten** working days of the complaint being logged. Exceptionally, we may provide an explanation to you containing a clear timeframe for when a response will be received. This should not exceed a further **ten** days without good reason.

If an extension beyond **twenty** working days is required to enable us to respond to the complaint fully, this should be agreed by both parties. Where agreement over an extension period cannot be reached, we will provide the Housing Ombudsman's contact details so you can challenge our plan for responding and/or the proposed timeliness of our response.

Completion of Stage One

We will confirm the following in writing to you at the completion of Stage One:

- the complaint stage
- the complaint definition
- the decision on 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 to Stage Two if you are not satisfied with the response

Outcome and appeal (Stage Two)

If you are not satisfied with the outcome of Stage One, you have **seven** working days to submit a written appeal. This should state:

- why you are unhappy with the response provided at Stage One
- what you think the Charity should do to put things right

Who deals with the appeal

The appeal will be dealt with by our Chief Executive who will acknowledge the appeal within **five** working days and issue a final response in writing to you within **twenty** working days.

The Charity will decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform you of the expected timescale for response. Any extension must be no more than **twenty** working days without good reason, and the reason(s) must be clearly explained to you. We will provide you with the contact details for the Housing Ombudsman if the timescale is extended.

Completion of Stage Two

The Stage Two response is the Charity's full and final response to the complaint and will clearly set out:

- the complaint stage
- the complaint definition
- the decision on 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 to the Housing Ombudsman Service

Complaints referred to the Housing Ombudsman Service

If you are dissatisfied with the response at the end of the Charity's complaint process, you can refer the matter directly to the Housing Ombudsman.

You can also contact the Housing Ombudsman if you are having difficulty accessing the Charity's complaints process or if you have complained to us and we have not responded in line with this complaints process.

The Housing Ombudsman will not investigate complaints before the Charity's complaints process has been completed but can help the Charity and residents to work together to resolve a complaint.

Getting help with this Policy and Process

- Further guidance can be requested from the Charity's Head of Welfare & Wellbeing support@theprintingcharity.org.uk
- Information about the Housing Ombudsman Service can be found at <https://www.housing-ombudsman.org.uk/residents/>
- Information about contacting the Charity Commission can be found at <https://www.gov.uk/complain-about-charity>

Your personal information

Our Privacy Statement explains how we handle and process your personal data. If you wish to make a complaint about our handling or processing of your personal data, please contact our Chief Operating Officer at sar@theprintingcharity.org.uk

Policy Review

This policy and associated procedure will be reviewed and updated every three years, or sooner if there is a significant change to the Charity's operations, or relevant regulations or guidance.