

Complaint Handling Service Standards

Our commitments to you

You can make a complaint about Origin's services or staff in the best way that suits you, including:

- Phone call
- Text
- Visiting one of our offices
- Face to face with any staff member or contractor
- Completing a customer complaints form
- Email
- At a road show
- In a feedback survey
- Through a third party e.g. an advocate, support worker, MP or Councillor

If you make a complaint to Origin we aim to:

- Provide an acknowledgement and an outline of Origin's complaints procedure for you within 3 working days of receiving your complaint
- Provide responses as follows:
 - ⇒ within 10 working days of your complaint being received at Stage One
 - ⇒ within 15 working days of your complaint being escalated to Stage Two.
- Provide a panel meeting for Stage Three complaints, within 8 weeks of your complaint being escalated to Stage Three
- Provide you with the information you need to attend a Stage Three panel hearing, at least 10 working days before the panel meeting is held
- Provide a response to your Stage Three complaint at least 10 working days after the panel meeting has been held
- Complete all of the work that we promise to do to resolve your complaint, as explained in our response

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To help us to improve the way that Origin handles complaints we aim to:

- Survey at least 40% of customers that complain to us, every three months, to find out how well their complaint was handled and how we can improve
- Check the quality of our complaints handling for at least 5% of the complaints we receive, every three months

When we fall down on the commitments that we have made, we want to know:

- If this happens please contact another member of staff or our Customer Services Team on 0800 040 7989 or enquiries@originhousing.org.uk We will make things right for you as soon as possible when you do this.