

## DISPUTES POLICY

### Policy statement

TCH Properties have strategically aligned their principles and this policy on the Ombudsman's experience of resolving disputes. The Ombudsman's team applies the principles in the way we consider disputes and the support that we give to everyone who uses our service. The principles give examples of good practice to be used by anyone involved in or managing a dispute.

- **Landlords** can use the principles as a good practice guide in complaint handling. They will improve success in resolving disputes, encourage better relationships and save resources.
- **Tenants** can expect their landlord to apply the principles when it responds to a complaint. Tenants can also use the principles as a guide to help make their complaint more effectively.
- **Designated persons/local authorities** can apply the principles when considering complaint handling. It will also help to resolve complaints more effectively if they apply the principles themselves.

There are three principles behind effective dispute resolution:

- Be fair – treat people fairly and follow fair processes
- Put things right
- Learn from outcomes

Complaint handling performs an important strategic role for our organisation, providing vital intelligence on its health, performance and reputation. Data on complaint handling should be considered alongside other management information to provide assurance and assess risks.

The purpose of the Code is to enable landlords to resolve complaints raised by their residents quickly and to use the learning from complaints to drive service improvements. It will also help to create a positive complaint handling culture amongst local authorities and the organisation.

Whilst we anticipate that the relationship will be served in a positive light from all parties and that no difficulties are experienced during this time, we would encourage you to raise any issues at the earliest opportunity in order for the issue to be addressed as efficiently as possible.

### Raising concerns about our services

Should you feel the level of service you receive has not met your expectations and you wish to make a complaint in the first instance, please write to your manager. Your manager will then forward your complaint to the appropriate person.

Please try to include as many details in the complaint as possible about what has happened e.g. who/what/where/when etc. You may also want to consider the following:

- Is the complaint being raised still on-going (if the matter is urgent telephone Andrew Telson on 02033708875 – between the hours of 09:00 – 17:00 Monday to Friday)

- Is there photographic evidence that will help with visualising the issue?
- Is there a communication chain to draw from e.g. emails sent & received?
- What outcome would you like?

We ask that any party affected to makes the complaint to us so that we can discuss the matter directly with any other parties involved when answering any issues raised. If a complaint is received on the claimant's behalf, we will need to respond to the claimant directly which may be a delay in the complaint in being dealt with.

We anticipate that a resolution will be found within no more than 15 working days of the matter being raised with the person responsible.

#### **How do I take my complaint to the next level?**

If Andrew Telson is unable to resolve the issue, or if the matter takes longer to resolve than you expect or you are not satisfied with the way your complaint has been dealt with, an appointment will be made with one of our Managers so that they can discuss the matter with you.

We anticipate that a resolution will be found within no more than 30 working days of the matter being raised with the person responsible.

#### **What if the matter is still not resolved?**

If the issue is unresolved with a member of the management team and only then, should all evidence and communication with the organisation be addressed to:  
Simon Philipp, First Floor, 78 Shenley Road, Borehamwood, WD6 1EH

Whilst we cannot guarantee that a suitable resolution will be found at this stage we endeavour to provide a fair resolution within no more than 60 working days of the matter being raised with the Organisations Director.

#### **This policy has been approved & authorised by:**

**Name:** Simon Philipp  
**Position:** Director  
**Date:** 23<sup>rd</sup> September 2020  
**Signature:**

