

Falcon Point Management Group Complaints Policy and Procedure

Falcon Point Management Group (FPMG) welcomes feedback from residents in any form whether positive or negative and aims to use this feedback to keep the quality of our services under review and constantly improving.

As a Tenant Management Organisation (TMO) we recognise the importance of hearing from residents when you feel that our services have fallen short of your expectations or if you are dissatisfied in any way. This is why we publicise our complaints procedure to ensure that you know what you can do if you are dissatisfied.

Complaints about your neighbours are not covered by this procedure.

Informal complaints

Please come to the office, or telephone, or email the Estate Manager to discuss your concerns. We will always want to hear from you, take into account your views, and review our decisions or approach.

Formal complaints

If you do not wish to discuss the matter informally, or for any other reason you wish to make a formal complaint, you are asked to follow this procedure which has two stages.

You can make your complaint in writing, by email, by telephone or by calling at the estate office. Explain that you would like to make a complaint. The Estate Manager may decide to respond to any expression of dissatisfaction using this procedure. If you want to make your complaint in writing and need help with it, the Estate Manager will assist you.

All formal complaints will receive a written response within 10 working days. If a response is likely to take longer than two working days, then a formal acknowledgement will be sent.

Stage 1 complaints

All complaints are dealt with initially by the Estate Manager. As we are a very small organisation it is possible that the matter you are complaining about has already been dealt with by the Estate Manager – but that does not mean that she / he will not change their mind when asked to review the reason for your dissatisfaction.

The Estate Manager will carry out a full investigation into your complaint and provide a written response. They will often wish to meet you in order to fully understand your concerns.

In response to a stage 1 complaint, the Estate Manager will always let you know how you can take the matter further if you are still not wholly satisfied with the response.

Stage 2 complaints

If you remain dissatisfied after receiving your stage 1 response, you have a choice at stage 2 as to how you can take the matter forward:

1. You can ask for the complaint to be investigated by the Secretary of FPMG explaining why you are dissatisfied with the response received at stage 1. The Secretary will either investigate the matter themselves or ask another member of the committee to investigate it on their behalf. You will again receive a formal written response. Stage 2 responses should take no more than 3 weeks.

2. If you prefer you can take your complaint directly to the Council's Customer Resolution Unit who will investigate independently. Explain why you are dissatisfied with the stage 1 response. You can email ccu@southwark.gov.uk, phone 020 7525 2209 or write to Customer Resolution, PO Box 64529, London SE1 5LX.

The response to the stage 2 complaint will let you know how you can take the matter further if you remain dissatisfied. If you have not yet asked the Council to investigate the matter you can do so at this stage. Alternatively, if you have already received a stage 2 response from the Council, you can refer the matter to the Housing Ombudsman and / or ask a local Councillor or Member of Parliament to take the matter up. The MP for this area is Neil Coyle MP. Contact details for him or your local councillors are available on the council's website or enquire at the estate office.

The Management Committee

The Management Committee of the Association will receive reports at each meeting on the outcome of complaints and whether or not they have been dealt with efficiently and in accordance with this procedure. If a significant number of complaints are received, an analysis will be carried out to check whether the pattern of complaints show that any section of the community is receiving a poorer service than another.

Complaint outcomes

The outcome of your complaint may include:

- a fuller explanation
- an apology
- an undertaking to review a procedure or policy
- agreement to provide a service or provide it differently
- financial compensation where you have suffered a loss, distress or anxiety as a result of maladministration by the Association

Arbitration

If you are a council tenant or leaseholder, as an alternative to the complaints procedure, you are entitled to take a case to Southwark's arbitration tribunal. This could be appropriate if you feel that the council is in breach of your tenancy agreement or lease. This could include matters where FPMG acts as the council's agent. You should always try to have the matter resolved through the estate office first.

Whistle-blowing

If you have concerns about something that is happening at the TMO which you think could be fraud, poor administration, or a danger to the public or the environment, you should not be afraid to raise the matter. If you do not feel that it is appropriate to report the matter to FPMG you should report your concerns to Southwark's Tenant Management Initiatives Team. Either email tenantmanagement@southwark.gov.uk or phone 020 7525 7712