



DOVE PARK

Complaints Policy 2025





Dovepark Properties

Complaints Policy 2025

1. Policy Overview

At Dovepark, we are committed to providing excellent customer service to all of our residents. If a complaint does arise, we aim to address and resolve these in an efficient, effective and transparent manner. This policy outlines how we look to manage complaints and put things right as soon as possible. We will look to learn from complaints and make changes to improve the way we do things. This policy has been created in line with the Housing Ombudsman Service Complaint Handling Code 2024 in addition to our regulatory and legal duties.

2. Policy Details

As defined by the Housing Ombudsman Code a complaint is defined as an ‘expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’

A resident does not need to use the word complaint for it to be treated as such. If a resident expresses their dissatisfaction, we will give them the choice to make a complaint.

We understand that a complaint is not the same as a service request from one of our residents. Requests for repairs or initial reports of issues will be treated as service requests unless the resident expresses dissatisfaction with how the request has been handled. If a complaint arises whilst there is an on-going service request, it will in no way deter our commitment to resolving the service request.

When a resident informs us of an issue we aim to resolve it immediately, at the first point of contact. If this is not possible, we will agree with our residents what actions we will take and the timeline for doing so.

In the unlikely event, that a complaint is directed to us following the dispute or disagreement between two or more of our tenants we will look to resolve this on a case-by-case approach.

3. Policy Procedure

We are committed to resolving complaints promptly and fairly. Our complaints process consists of two stages:

Complaints Process:

Stage 1: Initial Complaint

Complaints will be acknowledged, defined, and logged within 5 working days.

A full response will be provided within 10 working days of the acknowledgment. If an extension is required (up to 10 additional working days), we will explain the reasons and provide the Housing Ombudsman’s contact details.

The response will address all points raised, referencing relevant policies and good practice, and outline any remedies or actions to be taken.

Stage 2: Escalated Complaint

If the resident is dissatisfied with the Stage 1 response, they can request escalation to Stage 2. This request will be acknowledged, defined, and logged within 5 working days.

A final response will be issued within 20 working days of acknowledgment. Extensions (up to 20 additional working days) will only be granted with valid reasons, which will be communicated to the resident along with the Housing Ombudsman’s contact details.

A different senior officer will review the complaint at this stage to ensure independence.

Final Resolution: If the resident remains dissatisfied, they can escalate the matter to the Housing Ombudsman Service (contact details at the end of this policy).

Dovepark is also a member of ‘Property Redress Scheme’, a 3rd party body that residents can also escalate complaints to, if they remain unsatisfied with our action (contact details at the end of this policy).



Any responses to complaints will be given when the answer is known, if there are outstanding actions alongside the complaint they will still be tracked and actioned as normal.

4. Putting Things Right:

When a complaint is upheld, we will take appropriate actions to put things right, which may include, but not limited to:

- Apologising
- Providing an explanation or assistance and acknowledging where things have gone wrong
- Take action if there has been a delay
- Correcting records
- Offering a financial remedy
- Reviewing and improving our policies, procedures, or practices

The remedy we offer our residents will reflect the impact on the resident where we have identified any faults. Our remedy offer will clearly set out what will happen and when, in agreement with the resident if appropriate. Guidance from the Housing Ombudsman will be taken into account when deciding appropriate remedies.

5. Exclusions

We will accept all complaints unless there is a valid reason not to. Exclusions may include, but not limited to:

- Complaints about issues over 12 months old unless there are exceptional circumstances
- Issues already subject to legal proceedings
- Complaints previously addressed under this policy
- Vexatious complaints

If a complaint is excluded, we will provide a clear explanation and inform the resident of their right to approach the Housing Ombudsman. For this process, each complaint will be evaluated on its own merits.

6. Complaints Procedure Accessibility

We are committed to making our complaints process accessible to all, residents can make complaints via;

- Phone
- In writing (letter or email)
- In person
- Through a representative

We are committed to ensuring all our staff are trained to understand our complaints process and pass the complaint to the appropriate team promptly. We aim to anticipate and accommodate the needs of residents under the Equality Act 2010, including making reasonable adjustments.

We aim to publicise this complaints policy in our publications, correspondence and service areas.

7. Receiving a Complaint from a Third Party

We appreciate that a resident may want someone else to submit their complaint for them and we will support this. Complaints of this nature will still be handled in line with this policy. So that our residents are protected, we will ask for written authority from the resident to confirm that the representative does act on their behalf.

8. Learning and Accountability

We are committed to continuous improvement and will:

- Record and analyse complaint data to identify trends and systemic issues
- Report annually on complaints performance and service improvements
- Ensure senior leadership and the governing body, the Board of Directors of Dovepark Properties Ltd, oversee complaint handling and take responsibility for driving improvements
- Engage residents in shaping our complaints process. We aim to consider the root cause of any issues that arise in order for it to not happen again.

9. Unacceptable Behaviour

We reserve the right to manage unacceptable behaviour from complainants in line with our policies. Any restrictions will be proportionate and regularly reviewed, ensuring taking the necessary statutory and regulatory obligations into account.



10. Monitoring and Compliance

We will:

- Conduct an annual self-assessment against the Housing Ombudsman's Complaint Handling Code and publish the results
- Ensure compliance with this policy in both practice and governance
- Provide the Housing Ombudsman with information as required

11. Contact Details for Complaints

Residents can contact us to make a complaint using the following details:

- Telephone: **0208 361 2424**
- Email: **info@dovepark.co.uk**
- Address: Comer Homes Sales Office, Royal Drive, New Southgate, N11 3FL

Residents can also contact the Housing Ombudsman Service at any stage for support:

- Telephone: **0300 111 3000**
- Website: **www.housing-ombudsman.org.uk**

Residents can also contact the Property Redress Scheme our independent review party.

- Telephone: **03333 219 418**
- Email: **info@propertyredress.co.uk**
- Address: Property Redress Scheme, 7th Floor Corn Exchange, 55 Mark Lane, London, EC3R 7NE