

# Complaints Policy Outline

**(Corporate)**



**The Complaints Policy provides a means of redress to complainants should a situation arise where a person is dissatisfied with the service, actions or inactions of the Association or its officers and as a result may wish to make a complaint.**

In its work as a housing developer and social landlord, the Association recognises that a situation may arise where a person is dissatisfied with the service, actions or inactions of the Association or its officers and as a result may wish to make a complaint. We consider a complaint to be any expression of dissatisfaction expressed orally or in writing, which requires a response.

Requests for a service and information requests are not considered to be complaints. General comments made through feedback during customer service surveys or information gathering activities will be used to improve service but are not considered to be formal complaints unless a complainant expressly asks for their comment to be dealt with in such a manner, the procedures in the policy would then apply.

The Complaints Policy outlines the avenues open to those wishing to make a complaint. It aims to provide a means of redress to complainants wherever possible, provide a system that can deal with complaints as quickly and efficiently as possible and improve service delivery through actively addressing the concerns that others may have.

A full copy of this Policy can be requested by contacting the office or by emailing [housing@connswater.org.uk](mailto:housing@connswater.org.uk)



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