

## **Three Boroughs Housing Co-operative Complaints Policy and Procedure**

Three Boroughs is aware that complaints can be a difficult and sensitive area. Additionally, due to the structure of our organization - run by members, who are volunteers - the process can sometimes take a long time. However, it is our aim to deal with matters as effectively and efficiently as possible.

### Who can complain

- Any housed member
- Those applying to the Co-op for membership

### What the complaints procedure can deal with

- Failure to follow our procedures
- Lengthy delays in following our procedures
- Issues to do with house - mates or other co-op members
- Discrimination against you

### Making Your Complaint

All complaints must be submitted in writing to the office and marked for the attention of the Secretary. The Secretary/Worker will write to you within 10 days acknowledging receipt of your complaint.

The Secretary and one other member of the Co-op or the Worker will arrange to meet with the complainant and any other party involved to ensure that as much information as possible concerning the nature of the complaint is at hand. All parties will be asked to put their version of events in writing.

The Secretary shall be responsible for determining whether the complaint constitutes a breach of the Co-op's Tenancy Agreements, Model Rules or any Co-op Policy.

The Secretary will bring the matter to the attention of the Management Committee. The Secretary will aim to maintain optimum confidentiality.

Where appropriate the Management Committee will be responsible for electing a complaint's panel, to comprise of no less than three and no more than five Co-op members.

The Secretary is to ensure that persons elected to the Complaints Panel are in no way involved in the complaint.

The Secretary shall be responsible for ensuring that both sides to any complaint are given the same opportunity to put their case.

The Complaints Panel will report back to the Management Committee and recommend the best course of action as they see fit.

The Secretary will be responsible for notifying parties concerned of the decision.

If either party is dissatisfied with the decision they have a right to appeal through either a Management Committee meeting or General Meeting.

In some cases it may be necessary to appoint an external arbitrator. The election of an arbitrator will be the responsibility of the Management Committee.

The Co-op will aim to deal with all complaints within two months of receipt.

If you are not happy with the way the co-op has dealt with your complaint

You can complain to either:

Jean Bedward  
Optivo  
Grosvenor House  
125 High St  
CR0 9XP

0208 726 8761r

Residents Involvement Team  
Hexagon Housing  
130-136 Sydenham Road  
London, SE26 5JY

t) 0208 778 6699

Co-op Liaison Officer  
Chisel Ltd  
188a Brockley Road  
SE4 2RL

0208 692 5258

Depending on who is the Landlord of your property, if you are not sure, check your tenancy agreement or call the Co-op office.