



# Lyvennet Community Trust

## Complaints Policy and Procedure

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The Lyvennet Community Trust Ltd (LCT) aims to provide a good quality housing service meeting the needs and wishes of people living in the area of benefit it serves; primarily the Lyvennet Valley incorporating the parishes of Crosby Ravensworth and King's Meaburn.

### **Purpose and Aims**

The Trust positively welcomes and encourages all feedback, whether positive or negative.

The Trust views complaints handling as a key element of its customer care approach and a means of monitoring, maintaining and improving the level and quality of service provided to all of its customers.

The Trust, through its appointed Managing Agent, will endeavour to rectify, to the satisfaction of the customer, mistakes in delivery and genuine grievance, where identified. Measures will be introduced to prevent their recurrence and to improve our working practices.

The Trust's Management Agent will ensure that all complaints are recorded and action taken, monitored and reported, including changes to service delivery, working practice, procedures and policies. These will be reported to LCT Board.

### **Definition of a complaint**

In general terms a complaint is an expression of dissatisfaction, however made, about the standard of service, action, or lack of action, taken by the Trust and its Management Agent or its contractors, affecting an individual customer, or group of customers.

Complaints or compliments can be made in person, by phone, email, fax or letter and will be logged on our Management Agents database.

The following list is indicative of the broad categories that this policy and procedure covers:

- Failure to deliver services in line with the Trusts policies
- Failure to consider all relevant matters in determining a decision
- Complaints regarding the attitude and actions of Management Agents staff
- Standard / quality or provision of service failures
- Failure to fulfil statutory obligations
- Prejudice or unfair discrimination, with particular reference to equality and diversity

The above list is not exhaustive.

## **Procedure**

This page tells you the procedure you should follow if you feel dissatisfied and you wish to make a complaint about the service you have received.

If you do wish to make a complaint, please remember to provide as much detail as possible and to state clearly what you think should be done to solve your problem. It will also be helpful if you can tell us if you have reported this problem previously and, if so, to whom and when.

Do not forget to provide us with details of your name, address and telephone number.

### **Stage One - Initial Complaint**

Any person with a complaint about the service received from the LCT, our Managing Agent or anyone acting on our behalf should contact our Managing Agent at:

Eden Housing Association Ltd.  
Blain House,  
Bridge Lane,  
Penrith CA11 8QU  
Tel: 01768 861 445  
Email: [enquiry@edenha.org.uk](mailto:enquiry@edenha.org.uk)

Eden HA staff will aim to resolve any complaint quickly and effectively.

### **Stage Two - Formal Complaint**

If you are unhappy with the action taken under Stage One then please make a formal complaint to the Director of Eden Housing Association.

The Director will investigate the complaint and may meet with you in an attempt to resolve the matter through negotiation and conciliation.

### **Stage Three - Appeal to the LCT Board**

If you are still not satisfied with the way your complaint has been dealt with then you can appeal directly to the Board of the LCT by writing to the Chair at:

Lyvennet Community Trust,  
9-10 Stoneworks Garth,  
Crosby Ravensworth,  
Cumbria CA10 3JE

The LCT Board will consider your complaint in detail and will respond in an appropriate manner.

**Stage Four - Independent Housing Ombudsman**

If you are dissatisfied with the outcome of the appeal you may have the right to approach the Housing Ombudsman Service at the address shown below:

Housing Ombudsman Service  
81 Aldwych  
London  
WC2B 4HN  
Tel 020 7421 3800  
Lo-Call 0845 7125 973  
Minicom 020 7404 7092  
Fax 020 7831 1942  
Email [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)  
Website: <http://www.ihos.org.uk/>

The Housing Ombudsman is the final resort in remedying a complaint and should be used as such. The LCT and its Managing Agent are committed to resolving issues at the earliest stage possible.