

Complaints

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Contents

1. Introduction
2. What is a complaint
3. Surveys
4. Making a complaint
5. Written complaints
6. Verbal complaints
7. Complaints handling
8. Stage 1
9. Stage 2
10. Ombudsman
11. Time frames
12. Complaints officer
13. Complaints record keeping
14. Appendix 1: Service request or complaint flow chart
15. Appendix 2: ASB complaints
16. Appendix 3: Complaints form

1. Introduction

This policy sets out how Sunny Vale handles complaints. At Sunny Vale Supported Accommodation, complaints are received positively as they are regarded as a form of feedback that can enable us to ensure that we are fulfilling needs and expectations; consequently, helping us to monitor and improve our standards and services. It provides complainants with the opportunity to be heard and understood.

For this reason, all complaints, whether formal or informal, will be investigated with equal importance, and every effort will be made to resolve them quickly, fairly and positively.

2. What is a complaint

A complaint is an expression of dissatisfaction. This could relate to the service, its staff members, lack of action by the landlord or anything else that is affecting a service user. You do not need to state that you wish for a complaint to be made for it to be treated as such and the option to raise the matter as a complaint must be provided by the staff member receiving the expression of dissatisfaction, due to this requirement all staff at Sunny Vale are aware of the complaints policy and procedure.

Complaints must not be confused with service requests. All service requests (for example maintenance issues) are logged and monitored. If dissatisfaction is then raised in relation to the response to the service request, this should then be treated as a complaint.

3. Surveys

Comments made on surveys are not treated as complaints. Sunny Vale ensures that surveys provided to our staff members and service users alike ensure that they are aware of how to make complaints if the need arises. Staff and service users are provided with frequent reminders about how to raise complaints. We encourage individuals to use this service as a form of good practice.

4. Making a complaint

Complaints can be made in a number of ways; verbally (in person, or via telephone), in writing (by letter, complaint form or email). Although a correspondence name is beneficial for providing feedback on resolutions, the option to complain anonymously is also an option.

If complaints are made verbally to staff members, they will inform the named complaints officer of the issue immediately and this will be escalated on your behalf.

Complaints must be logged within 12 months of an issue occurring however special measures may be taken to accept complaints out of this time frame depending on the nature of the complaint, this is at the discretion of Sunny Vale. Each complaint will be dealt with on an individual basis. If a complaint that is out of the 12 month period is not accepted, an explanation for this will be provided to you. You are within your rights to take this further via the Ombudsman, who will have the final decision on whether or not the complaint it to be accepted and acted upon.

We understand that due to the nature of the service not all service users have the ability to make a complaint independently. We would ask that anyone making a complaint to the service on behalf of a service user follow the same guidelines listed throughout this policy. Service users also have the right for a representative of their choice to deal with their complaint on their behalf.

All complaints are received, logged and followed through until a resolution is reached. In some cases, complaints received may be escalated to higher authorities such as the local authority or the Housing Ombudsman, this will be documented when this is the case.

5. Written complaints

Written complaints can be sent in email or in paper format to:

Complaints@sunnyvalesupport.uk

Or

Sunny Vale Supported Accommodation LTD, 148-150 Century Building, Tower Street, Liverpool, L3 4BJ.

6. Verbal complaints:

Can be made in person to any member of staff.

Or

Can be made over the phone to 0151 708 5492

Please note that office opening hours are 9:30am - 4:30pm Monday to Friday however calls can be made at any time. If you call out of office opening hours a message can be left on our answering machine and will be picked up by the relevant team when the office is back open.

7. Complaints handling

Once a complaint is reported to Sunny Vale, it will be logged and a letter will be sent to the complainant confirming receipt and acknowledgement of the complaint.

Sunny Vale will then investigate the complaint, which may involve gathering additional information or meeting with the complainant. All complaints will be investigated and dealt with thoroughly, fairly and confidentiality.

Where fault is found acknowledgements of this should be made and actions put in place to make things right. Remedies to complaints will clearly set out what will be done and the time frames it will be completed. Sunny Vale will then carry out remedying actions through to completion. Sunny Vale will then assess whether things learnt from this matter

could support improvements further afield in the service. Policies and procedures are to be amended in line with lessons learnt where deemed necessary.

Sunny Vale maintains a positive complaint handling culture throughout, and use identified issues as a way to introduce positive changes in service delivery.

At the completion of complaints stages 1 and 2 Sunny Vale must write to the complainant in writing indicating the following:

- The complaint stage.
- The complaint definition.
- The decision on the complaint.
- The reason for decisions made.
- Details of any remedies to rectify matters.
- Details of any outstanding actions.
- Details for the ombudsman Service encase the complainant remains dissatisfied with the conclusion.

8. Stage 1

Complaints that are reported are deemed to be within stage 1. During this stage Sunny Vale will respond to all points made in a complaint and will ensure that the complainant is made aware of any decisions made. Referring back to the law, any relevant policies and procedures and best practice is beneficial during this process.

Any further complaints brought up during this process can also be included in this stage 1 process.

If a response is provided that a complainant is unhappy with or the nature of the complaint is deemed to be more complex than initially though upon investigation the complaint is to be escalated to stage 2.

9. Stage 2

Complaints that are deemed to be of a more complex nature or complaints that have been unresolved fully at Stage 1 will be escalated to Stage 2. It is the right of the complainant to have the complaint raised to stage 2 and no reason for this decision needs to be provided to Sunny Vale. The complaints handler during Stage 2 complaints process will be different handler to the person who dealt with the complaint at Stage 1.

Stage 2 is Sunny Vale's final response to the complaint in question, if a complainant is still unhappy with the outcome of the complaint, they will then have to escalate the matter to the ombudsman.

10. Ombudsman

If at any point you are unhappy with how your complaint is being dealt with you are able to contact the ombudsman for further support. Their details are as follows:

Website: <https://www.housing-ombudsman.org.uk>

Address: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

Telephone: 0300 111 3000

11. Time frames

All complaints will be acknowledged and logged within 5 working days of the complaint being received. Stage one complaints will receive a response from Sunny Vale within 10 working days. Stage two complaints will receive a response from Sunny Vale within 20 working days. If extensions to the stipulated time frame are required, it is the responsibility of Sunny Vale to provide the person who has put the complaint in with a valid reason for this requirement. Extensions must be no more than 10 working days for stage 1 and no more than 20 working days for stage 2.

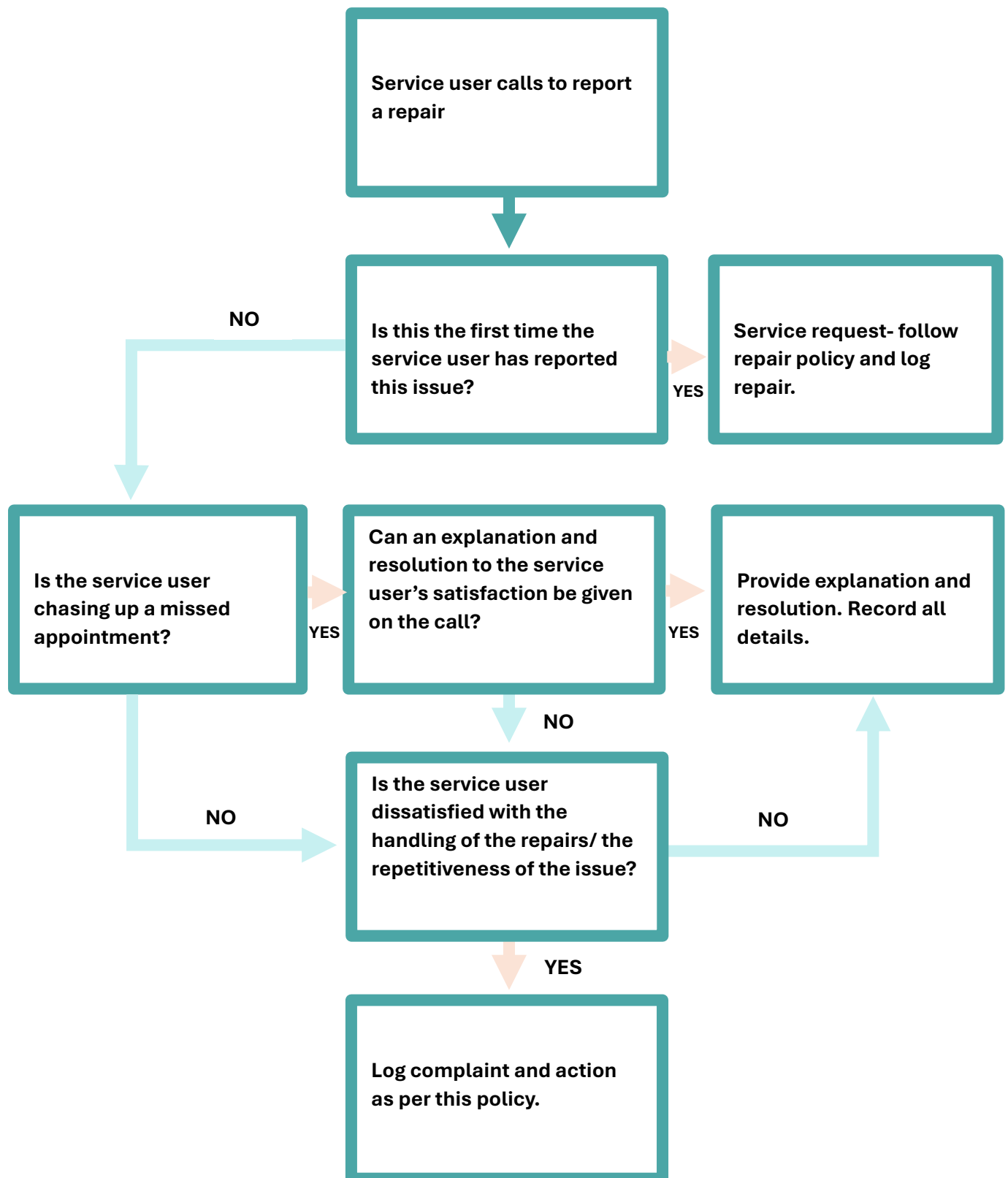
12. Complaints Officer

It is the responsibility of the complaints officer to ensure that a self-assessment complaints performance and service improvements form is completed and submitted to the Governing body annually. The Governing Body will also look for any trends in complaints. This will be published alongside the response from the governing body on the company website, which will be available for all to see.

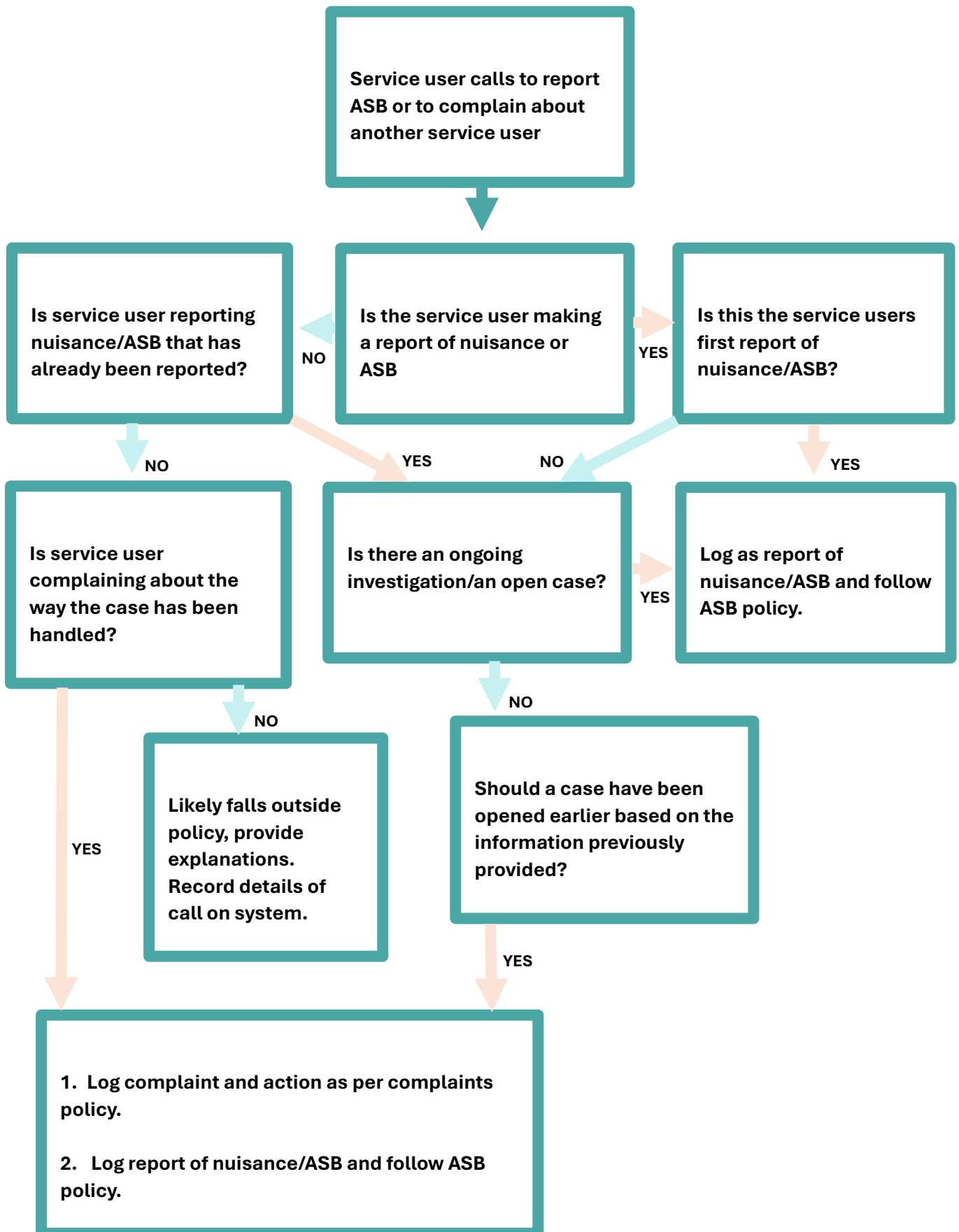
13. Complaints record keeping

Records of complaints and complaint outcomes are kept on file inline with Sunny Vale's record keeping and GDPR policies.

14. Appendix 1: Service request or complaint flow chart



15. Appendix 2: ASB complaints



16. Complaints form

Please use this form if you wish to make a complaint. The complaint must be in writing and signed by you.

Your details:

Title: Mr / Mrs / Ms / Other (please specify) -----

First Name: -----

Surname: -----

Address: -----

Postcode: -----

Phone number (Day): (Evening): -----

E-mail: -----

Your Complaint

Who/What are you complaining about?

Please give details of your complaint: Please continue on a separate sheet if there is not enough space below (please see last page)

Supporting Evidence:

Please attach copies of correspondence, documents, names and details of witnesses and any other evidence that you feel is relevant to your complaint.

Declaration

I confirm that the information I have given in this form is correct to the best of my knowledge. I request that the Manager/ HR investigates this allegation.

Signed: ----- **Date:** -----

This complaint will now be investigated, and the complainant will receive a written response within two weeks. Should there be any delay caused by the complex nature of the complaint then the complainant will be contacted with an explanation of the delay.

OUTCOME OF COMPLAINT: