Complaints Policy

Havenstone Homes Ltd · Version 1.0 · Effective October 2026

Approved by	The Directors, Havenstone Homes Ltd
Effective from	October 2026
Next review	October 2027, or sooner if the law or our services change
Contact	info@havenstonehomes.co.uk

1. Our commitment

We want every resident, partner, council and landlord to be able to tell us when something is not right, and to see it put right quickly. Complaints help us improve. This policy follows the principles of the Housing Ombudsman's Complaint Handling Code, including its timescales.

2. What is a complaint?

A complaint is any expression of dissatisfaction, however it is made, about our service, our actions or our lack of action. You do not need to use the word "complaint".

A service request – for example reporting a repair – is not a complaint. We record and act on service requests. If you are unhappy with how we handled a service request, that is a complaint, and we will keep working on the request while we deal with it.

3. Who can complain

Residents, people acting on a resident's behalf (such as a family member, advocate or support worker, with the resident's agreement), support partners, councils, landlords, neighbours and members of the public.

4. How to complain

- Email: info@havenstonehomes.co.uk
- Tell any member of our team, or ask your support worker to contact us
- Write to us at our registered office (address below)

We will make reasonable adjustments if you need help to make a complaint – for example large print, an interpreter or a phone call instead of writing.

5. Stage 1

Step	Timescale
We acknowledge and log your complaint, and confirm what it is about	Within 5 working days
We send you our full response	Within 10 working days of acknowledging it

If we need more time we will explain why and tell you the new date. Any extension will be no more than 10 working days unless there is a good reason.

6. Stage 2

If you are not satisfied with our Stage 1 response, you can ask for your complaint to be reviewed. A director who was not involved at Stage 1 will review it.

Step	Timescale
We acknowledge your request for review	Within 5 working days
We send you our final response	Within 20 working days of acknowledging it

Any extension will be no more than 20 working days unless there is a good reason, and we will explain it.

7. Putting things right

Where we got something wrong we will say so, apologise, explain what we will do to put it right and by when, and tell you what we have learned.

8. If you are still unhappy

Our Stage 2 letter will explain the independent routes available for your situation. Depending on your home and how you were placed, these may include:

- The housing ombudsman or redress scheme that applies to your home
- The council that placed you or commissions your support
- For support or care services, your support provider’s own complaints process and, where relevant, the Local Government and Social Care Ombudsman

9. Unacceptable behaviour

We will not let behaviour that is abusive or threatening towards our team stop us dealing with a complaint, but we may agree a different way of communicating.

10. Learning and review

We record every complaint, review them regularly to spot patterns, and report what we have learned to the directors. This policy is reviewed every year.