

# Policy: Complaint Policy

## Policy

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<b>Responsible Executive:</b>	Director of Operations		
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<b>Details of consultation with customers and external stakeholders:</b>	This policy has been developed and updated informed by feedback from customers and the Housing ombudsmen about our approach to complaint handling.		
<b>Details of consultation with internal teams:</b>	This policy was developed in consultation with internal teams across Housing for Women, including operations, policy, and communications.		
<b>Equality Impact Assessment:</b>	YES	Date conducted: December 2025 Conducted by: Alison Brown	
	Results: No negative impact		
<b>Frequency of Review</b>	This policy will be reviewed every 5 years or more frequently if required to ensure that it complies with any changes in good practice, legislation or regulation.		
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<b>Related Policies</b>	<ul style="list-style-type: none"> <li>• Compensation policy</li> <li>• Complaints procedure</li> <li>• Unacceptable Actions by Complainants policy</li> <li>• Anti-social behaviour policy</li> <li>• H4W staff handbook</li> <li>•</li> </ul>		
<b>Appendices</b>	None		

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## 1. Introduction

1.1 Housing for Women is committed to providing a complaints process that is fair, accessible, safe, and trauma-informed. We recognise that many women using our services may have experienced domestic abuse, coercive control, modern slavery, exploitation, or other forms of trauma.

1.2 We view complaints as a vital safeguard for residents' rights and a valuable source of feedback and learning. Complaints help us understand when things go wrong, put matters right, and improve our services. Raising a complaint will never result in negative consequences for a resident. Complaints will be viewed positively and be seen as an opportunity for learning, improving how we do things and developing trust between HFW tenants and HFW as a landlord.

1.3 This policy sets out how Housing for Women receives, investigates, and responds to complaints in line with the Housing Ombudsman Complaint Handling Code and relevant legal and regulatory requirements.

## 2. Policy Aims and Principles

2.1 The complaints policy and process directly relates to our vision of providing services women can trust.

- our strategic objective of positive outcomes for our customers and
- our enabling objectives
- our people are valued and enabled to deliver quality services to our customers
- our efficient processes and quality data drive decision making, value for money and risk management.

2.2 This policy aims to ensure that:

- Complaints are handled fairly, transparently, and consistently
- Residents can complain safely and without fear of reprisal
- Barriers to access are removed through reasonable adjustments
- Complaint handling is trauma-informed and survivor-centred
- Learning from complaints is used to improve services
- Our approach is underpinned by the following principles:
  - **Safety:** physical and emotional safety is prioritised
  - **Choice:** residents choose how and when to engage
  - **Trust:** processes are clear and explained at every stage
  - **Empowerment:** residents are listened to and believed
  - **Fairness:** no one is disadvantaged due to vulnerability or protected characteristics

2.3 While Housing for Women recognises that some women using its services may have experienced domestic abuse, modern slavery, exploitation, or trauma, this policy applies equally to all residents and service users. The additional safeguards described in this policy are available where needed but are not assumptions and do not replace HFW's commitment to fair, consistent, and equal treatment for everyone.

2.4 HfW reserve the right to use discretion when applying the policy and may deal with a complaint differently where individual circumstances merit it. Any discretion will be applied fairly and appropriately, and complaints will be progressed as far as possible to maximise the opportunity to resolve a dispute.

2.5 The policy reflects the requirements of the Complaint Handling Code issued by the Housing Ombudsman Service and supports Housing for Women's charitable purpose

### **3. Scope of the Policy**

#### **3.1 This policy applies to:**

- Women tenants, individually or collectively
- Applicants for Housing for Women properties
- Former residents
- Women using Housing for Women support services
- Representatives or advocates acting on behalf of residents with consent

### **4. What Is a Complaint?**

#### **4.1 A complaint is defined as:**

- "An expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by Housing for Women, its staff, or those acting on its behalf, affecting an individual resident or group of residents."

4.2 A resident does not need to use the word "complaint" for the issue to be treated as one and covered by this policy. Whenever a resident expresses dissatisfaction, customers will be offered the choice to make a complaint.

4.3 Every Customer is important to us. We aim to provide our services right first time but accept that sometimes things go wrong. At every point of contact with a customer our approach will always be to listen, advise and make sure we are finding solutions and treat individuals fairly.

4.4 Every employee is a representative of the organisation and will be an advocate in ensuring the best customer experience is provided. It is our goal to resolve any at

the first point of contact wherever possible without the need for the customer to raise a complaint formally.

4.5 At all times before any formal complaint is raised by the customer, our staff will continue to work closely with tenants and their advocates to resolve the cause of any dissatisfaction and reach an agreed outcome swiftly. Tenants and advocates can request to use the formal two stage complaints process at any point. The formal process is geared towards resolving any issue at the earliest opportunity, by listening to the customer. We will clearly identify the H4W Housing Services staff who will take ownership of the issue and working to resolve it and provide a clear outcome.

4.6 Due to the size of our organisation our customer services team are responsible for overseeing and handling complaints, including those against contractors. They have the authority and autonomy to act and resolve complaints quickly and fairly.

## **5. Who Can Make a Complaint?**

5.1 A complaint may be made by:

- Any person or group of people affected by an activity or service provided including existing and former tenants
- Applicants for housing
- A representative, advocate, friend, or family member with the complainants consent

5.2 Housing for Women will deal with complaints raised by representatives in the same way as if raised directly by the resident. A person can decide to include a representative to act on their behalf at any point in the complaints process.

5.3 A group complaint is a complaint that has been submitted by residents from more than one property. A lead complainant will need to be established by the group making the complaint. Names and addresses of all members of the group complaint will be needed to show that permission has been gained and they want to be part of the group making the complaint.

5.4 We will only communicate with the lead complainant. The lead complainant will then be able to share information with other residents and individuals who are part of the group.

## **6. Equality, Safeguarding and Trauma-Informed Practice**

6.1 At every stage of this policy and supporting process, HFW will:

- Consider equality needs, vulnerability, safety and risk
- Offer reasonable adjustments (e.g. language, format, support, time)
- Avoid assumptions or judgmental language

- Recognise that some residents may have experienced:
- Domestic abuse and coercive control
- Exploitation or modern slavery
- Forced marriage or honour-based abuse
- Mental and physical ill-health, and isolation
- Homelessness and social exclusion
- Trauma, fear, or loss of trust in services

6.1.1 Adjustments and considerations must be recorded on the complaint file to ensure maximum access to the complaints policy and process. We will keep in contact with the customer and agree on the frequency and best way to do this with them to reflect any known communication preferences, health or mental wellbeing needs and vulnerability issues. Customers may be asked further questions to ensure we capturing their support needs correctly.

## **6.2 Domestic Abuse and Gender-Based Violence**

6.2.1 We recognise that women experiencing or fleeing domestic abuse may face significant barriers to raising complaints. These may include fear of retaliation, monitoring by perpetrators, limited access to communication methods, or trauma-related distress.

6.2.2 To mitigate these risks:

- Complaints can be made verbally, discreetly, or through a trusted representative
- Safe contact arrangements will be agreed where risk is identified
- Residents are not required to disclose abuse in order to complain
- Flexible timescales and communication methods will be offered
- Complaints will not affect tenancy status or access to support
- Safeguarding concerns identified through the complaints process will be managed in line with Housing for Women's safeguarding procedures.

### **6.3 Modern Slavery and Exploitation**

6.3.1 Women affected by modern slavery or exploitation may fear authority, lack awareness of their rights, or be subject to coercion.

6.3.2 Our complaints process:

- Allows complaints to be made on behalf of a resident
- Does not require proof or documentation at the point of complaint
- Uses clear, non-legal language
- Ensures interpreters are independent and appropriate
- Triggers safeguarding and modern slavery escalation pathways where indicators are identified

### **6.4 Trauma-Informed Approach**

6.4.1 All complaints are handled using trauma-informed principles:

- Residents are not required to repeat traumatic experiences unnecessarily
- Staff use respectful, non-judgemental language
- Adjustments are made where distress or vulnerability is evident
- Clear explanations are provided at each stage
- Residents retain control over representation and engagement

## **7. What We Will and Will Not Deal With**

7.1 Residents may complain about:

- The service provided, has not met agreed standards, something has gone wrong, where we haven't done something, we should have done or undertaken something in the right way.
- Failure to follow process
- Actions or lack of action by Housing for Women or its contractors

7.2 The following are not normally dealt with under this policy:

- First-time service requests (for example, reporting a repair)
- Requests for information or explanation of policy
- Matters with a separate statutory right of appeal
- Neighbour disputes or ASB, unless the complaint concerns how we handled the matter.
- Issues outside Housing for Women's responsibility
- Issues already investigated and closed by either H4W, Housing ombudsmen or other legal recourse or insurance claim.
- Matters subject to legal proceedings has commenced, such as for a tenancy breach or anti-social behaviour,

- Concerns where legal action against HFW has been filed or heard in court and/or settled. However, in instances of disrepair cases, both HFW and customers have the right for their concerns to be considered within the complaints process, as part of the pre-action protocol,
- Insurance claims and appeals including damage to personal possessions and personal injury accidents which should be referred to the relevant insurers
- An anonymous report where the reporter will not provide a name and/or address meaning we cannot respond to them. Depending on the issue, H4W may investigate the issue outside of this policy
- Complaints from people with whom we have no relationship or obligation to provide a service, or where the issue is not within the control or remit of the organisation,

7.3 For clarity a complaint can be raised at any time if it's about the handling of the residents report of ASB and also if they believe HFW has not followed their own process.

7.4 A service request is a request from a resident to HFW requiring action to be taken to put something right. Service requests are not complaints, but will be recorded, monitored and reviewed regularly we refer to these as Customer contacts. If a service request is not dealt with appropriately, the customer can raise this as a formal complaint under this policy at any time.

7.5 There may be times when an issue can be put right 'there and then' and with an apology. These won't be dealt with through our formal complaints process unless a customer wishes us to do so. A complaint will not prevent / stall or impact on actions needed to resolve any immediate issues (i.e. the service request).

7.6 HFW will not refuse to escalate a complaint through all stages of the complaints procedure unless there is a valid reason to do so. We retain the right, where we consider complainant actions to be unacceptable, to restrict or change access to our service. See our [Unacceptable Behaviour Policy](#) for more detail.

7.7 Where a complaint cannot be accepted, we will explain in writing why and signpost the resident to appropriate alternatives, including the Housing Ombudsman where applicable.

7.8 If the complaint is disputing the service charge, we have set. Customers may resolve the dispute either directly with Housing for Women or through the courts (First Tier Tribunal).

## 8. How to Make a Complaint

### 8.1 Complaints can be made at any time:

- Verbally, in writing, or online including HFW customer portal My Account which is available on our website (<https://hfw.org.uk/contact-us/complaints-compliments.co.uk>)
- By phone, email, post, social media, or to a member of staff
- Through an online complaint form if you don't have a customer account or use the Housing Ombudsmen form Make-a-complaint-request.docx
- By telephone on 0207 501 6120
- By email at [complaints@h4w.co.uk](mailto:complaints@h4w.co.uk)
- Through our social media channel/s
- To a member of staff, for example a neighbourhood officer or support worker
- In writing to:

Complaints & Customer Service Housing for Women Sixth Floor  
Blue Star House  
234-244 Stockwell Road  
London  
SW9 9SP

- Through a representative or advocate
- Through raising issues through survey feedback

8.2 There is no cost to making a complaint. Residents are not required to confront staff involved in the issue or to provide formal evidence.

8.3 Where vulnerability or risk is identified, alternative safe contact arrangements and reasonable adjustments will be offered.

8.4 Customers may wish to seek advice and support from local charities and support group and national organisations including citizen advice, Shelter, age concern. Contact details can be found on the web site or local libraries and community centres.

8.5 Tenants will be encouraged to make a complaint as soon as possible and generally within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. However, each complaint will

be considered on its own individual merits, and discretion will be considered for cases raised outside of this timeline.

8.6 Housing for Women Customer Resolution team is responsible for handling complaints. The person handling the complaints will have appropriate skills and no conflict of interest with the complaint they are investigating.

8.7 Complaints made directly to our Board Chair, including our Chief Executive Officer, or any of our board members, will be passed back to the customer service team and will be dealt with in line with this policy.

8.8 Any specific issues identified through survey feedback raised by a customer will be sent to the relevant service area to contact and address.

8.9 Those cases which fall within Health and Safety, Fire Safety and Building Safety categories and present an immediate risk to the safety of our customers, staff or the general public, will be prioritised

8.10 Our aim is to make sure that there is a clear and simple process to make a complaint. We will provide information on how to do this through regular communication with our customer base and provide information on our website and social media platforms

## **9. The Complaints Process summary**

9.1 Housing for Women operates a two-stage complaints process.

### **9.2 Stage 1**

- Acknowledgement within 5 working days of complaint being logged and raised
- Aim to make verbal contact with complainant or advocate regarding issue and expectation of remedy
- Written response within 10 working days of logged complaint
- Extensions for a response may be agreed where appropriate

9.3 Any new issues will be logged as a new complaint if the stage 1 response has been issued, the issues are unrelated or it would unreasonably delay the response

9.4 Non-residents can access Stage 1 only of our process and do not have access to the Housing Ombudsman Service. If they are unhappy with the outcome, their recourse is the same as other private individuals i.e. the courts.

## 9.5 Stage 2

- Customers do not have to explain their reasons for requesting a stage two complaint, they just need to inform us that they remain dissatisfied.
- Request for escalation acknowledged within 5 working days
- Review conducted by a senior manager or director
- Response within 20 working days of escalation
- Extensions for a response may be agreed where appropriate

9.6 Stage 2 complaints will be considered by someone that was not involved in the complaint at stage 1.

9.7 HFW will decide whether an extension to a complaint's timescales is needed when considering the complexity of the complaint. We will inform and agree with the customer the expected timescale for response in line with the table below. We will consider suitable intervals for keeping the customer informed about their complaint in the interim.

- Stage one extensions - No more than ten days without good reason
- Stage two extensions - No more than 20 days without good reason

All extensions will be confirmed to customers in writing, including the reasons for the delay and the new, agreed response date. At this stage, the relevant ombudsman details are provided.

9.8 Any extensions are in line with the "comply or explain" principles set out in the Housing Ombudsmen Code and clearly communicated to the complainant. Residents will be kept informed of progress at all stages, taking account of any known vulnerabilities.

9.9 Complaints will be recorded as either being upheld, partially upheld or not upheld.

## 9.10 When to Use "Partially Upheld"

**Multiple Issues:** If a resident complains about three separate repairs and you find that two were handled correctly but one was delayed, the overall complaint is "partially upheld".

**Partial Fault:** If HFW acknowledge a delay occurred but do not agree with the resident's claim that staff were also for example rude, we would uphold the delay point and not uphold the conduct point.

**Proportionate Redress:** If we find some failings but determine they did not have the severe impact the resident claimed, we may partially uphold the complaint while offering a remedy for the specific faults found

A stage two complaint will be upheld if we recognise service failures which have not been recognised or adequately remedied at stage one. If no further failures in service are found at stage two (than those reasonably remedied and redressed at stage one), then the stage two complaint will be not upheld.

9.11 Stage two is the final response from HFW. If a resident remains dissatisfied with the outcome of the stage 2 response they will be advised again about making a request for review of our approach and remedies to the Housing Ombudsmen.

9.12 We monitor complaints from our high rise building within the complaints process to ensure we create a voice for residents and understand if there are any building safety concerns. If residents are not happy with how their complaint was handled specifically for building safety, HFW will inform the resident of how to contact the Building Safety Regulator.

## 10. Putting Things Right

10.1 There may be occasions when our service fails or falls below our standards. When this happens, we look at each case individually to identify what action is needed to put it right. We carry out a fair and impartial assessment which seeks to resolve the complaint. As part of the investigation, we will provide fair and proportionate remedies which are appropriate to the circumstances of the complaint. This policy is aligned with the Housing Ombudsman guidance on appropriate remedies.

10.2 Our focus is on "putting things right" by addressing the specific detrimental effects a service failure has had on a resident's life, rather than just applying a standard fix. Where a complaint is upheld, we will consider appropriate impact remedies, including:

- Apologies
- Explanations of what happened
- Practical action or prioritisation of works to individual homes or blocks, appointing independent specialist for technical advice
- Changes to decisions, records, policies, or procedures
- Financial Redress including compensation in line with our Compensation Policy and the Housing Ombudsmen categorisation of severity of the impact between minor, moderate and severe (see also Section 9 Complaints process).

10.3 The remedies that we propose should, as far as possible, put a customer back in the position they would have been in had the issue that had been identified not occurred. Where this is not possible, we will consider whether another remedy is appropriate.

10.4 A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed.

10.5 Outstanding actions will be tracked and actioned promptly with appropriate updates provided to the resident. Once the remedies are fully implemented the complaint will be closed as completed.

## **11. Managing Unacceptable Behaviour including Persistent, vexatious or abusive complaints**

11.1 In a small number of cases, the actions of individuals may become unacceptable because they involve the abuse of our employees, or contractors, attempts to circumvent our processes, or make excessive demands on resources.

11.2 Housing for Women reserves the right to manage and support a customer's contact in circumstances where their behaviour meets the definition of our Unacceptable Behaviour Policy. This will be proportionate and in line with the Equality Act 2010.

11.3 Before applying any restrictions, we will ensure:

- All known vulnerabilities and safeguarding concerns have been considered
- Trauma-related behaviour is not misinterpreted as vexatious
- The complaints process has been followed as far as possible
- No material element of a complaint that H4W is aware of has been overlooked or inadequately addressed.
- that maintaining dialogue with the customer in the normal way will serve no useful purpose.

11.4 Any restrictions will be proportionate, fair, and clearly explained and reflect our unacceptable behaviour policy.

11.5 Persistent, vexatious or abusive complaints may apply where, during previous or current contact with H4W, the complainant has met one or more of the following criteria:

- Individuals persist in pursuing the complaint where the procedure has been fully and properly implemented and exhausted

- Individuals change the substance of their complaint or continually raise new issues or seek to prolong contact by continually raising further concerns or questions (however, care must be taken not to overlook new issues which are different from the original complaint. These may need to be addressed as separate complaints).

## 12. Housing Ombudsman Service

12.1 Residents may contact the Housing Ombudsman at any stage for independent advice or review. Clear signposting and communication around role of Housing Ombudsman will be included in all correspondence and links to relevant website areas. Once our complaints process is exhausted, we will clearly signpost residents to the Ombudsman.

12.2 The Housing Ombudsman has a legal duty to ensure H4W complaint procedures and responses are compliant with the Complaint Handling Code. When things go wrong, they can make orders and recommendations to put things right or to improve service failure. Their services are free, independent, and impartial for all residents in social housing.

12.3 The Housing Ombudsman service can be contacted in the following ways:

- Online: [www.housing-ombudsman.org.uk/residents](http://www.housing-ombudsman.org.uk/residents)
- How to complain to your landlord | Housing Ombudsman
- Telephone: 0300 111 3000
- Email: [info@housingombudsman.org.uk](mailto:info@housingombudsman.org.uk)
- In writing to:

Housing Ombudsman Service  
PO Box 152  
Liverpool  
L33 7WQ

## 13. Building Safety Regulator

13.1 For customers that live in a high-rise building, who remain dissatisfied with the services about building safety HFW provide, contact can be made directly to the Building Safety Regulator at any time during our complaints process. This can include complaints about:

- Issues in a high-rise residential building that could lead to fire spreading,
- Issues in a high-rise residential building that could lead to part or all of the building collapsing,
- Issues with fire safety or structural integrity in a high-rise residential building that is being designed, built or renovated,

- People and organisations the regulator oversees, for example building inspectors and people accountable for safety in a building,
- The Building Safety Regulator itself.

13.2 The details for the Building Safety Regulator are:

- Online complaint form: <https://www.gov.uk/guidance/contact-the-building-safety-regulator>
- Phone: 0300 790 6787
- Email: [enquiries@hse.gov.uk](mailto:enquiries@hse.gov.uk)
- Postal address: The Building Safety Regulator, The Health and Safety Executive, Redgrave Court, Merton Road, Bootle, Liverpool, L20 7HS

## 14. Learning, Monitoring and Improvement

14.1 We promote a positive complaints and compliments culture and will:

### 14.2 Monitor complaint themes, outcomes, and timescales including

- keep a full record of the complaint, including decisions, correspondence
- a quarterly compliments and complaints performance report will be produced for the People and customer committee and H4W Senior Leadership.
- We will produce an annual complaints performance and service improvement report for scrutiny and challenge, by the People and Communication Committee which includes:
  - the annual self-assessment against this Code to ensure our complaint handling policy remains in line with its requirements.
  - a qualitative and quantitative analysis of our complaint handling performance. This includes a summary of the types of complaints we have refused to accept.
  - any findings of non-compliance with the Code.
  - the service improvements made as a result of the learning from complaints.
  - our performance in relation to Ombudsman's determinations.
  - any other relevant reports or publications from the Ombudsmen, and HFW response to the annual report
- We will produce a summary for tenants through our website.
- Customer perception measures as part of the National Tenant Satisfaction Measures (TSM) will be included in the web site and in our Connect tenant's newsletter.
- Performance against agreed management measures for service requests and complaints will be produced internally to identify real time

trends and actions and provide insight on learning from complaints and compliments

- the housing ombudsmen will produce performance reports on how well H4W is doing on complaints handling and resolution. <https://www.housing-ombudsman.org.uk/landlords/>
- we will pass on and recognise compliments made to staff and contractors
- the complaints policy is on our web site and includes a date for future review
- Identify learning and service improvements

14.3 any learning and changes to service coming from complaints and service request review will be shared with customers as you said we did to demonstrate a tangible link with learning and feedback from complaints and any housing Ombudsmen determinations demonstrating that how we listen and work with customers is at the heart of everything we work towards

14.4 We will use the housing ombudsmen centre of learning to consider how we can use examples of good practice in complaints handling and take up opportunities and resources available including CPD accredited courses, e-learning modules, webinars, podcasts and case studies to help improve our approach to complaint handling and listening to customer views to develop and maintain trust.

#### **14.5 Use feedback to improve trust and service delivery**

- At the end of the complaint process customers may receive a satisfaction survey regarding complaint handling and asking how the process may be improved. This information will be used for benchmarking and service improvement purposes.
- Customers will be asked about their perception of the way H4W manages complaints as part of the housing regulators tenants satisfaction measures

#### **14.6 Share learning with residents, staff, board and other stakeholders**

- Regular features and information will be published through all media channels showcasing the importance of complaints and the information used from them to help improve H4W customers' homes, services and neighbourhoods.
- Publish an annual complaints report and self-assessment against the Housing Ombudsmen complaint handling code which will be published on the website and discussed by the relevant senior officers and H4W board

## **15. Equality and Data Protection**

15.1 Housing for Women is committed to equality, diversity, and inclusion. We have completed an Equality Impact Assessment for this policy, confirming a positive impact on equality when safeguards are implemented.

15.2 Personal data will be handled in accordance with UK GDPR and the Data Protection Act 2018.

15.3 HFW will consider all requests to make the policy available in an accessible format including signposting customers to language translation options, large print and audio versions.

15.4 The HFW complaints policy will be published on dedicated complaints and compliments page on the HFW website. <https://www.hfw.org.uk/contact-us/complaints-compliments/>

## **16. Data Protection Statement**

16.1 The protection of personal data is of great importance to Housing for Women and more than just a legal obligation.

16.2 Housing for Women are the data controllers registered with the Information Commissioners Office (ICO) with the following registration numbers: Housing for Women: Z6468014

16.3 Our data protection policy and procedures are governed by UK GDPR and the Data Protection Act 2018. We collect and process personal information to provide housing services and meet our contractual and legal obligations. All staff and persons approved and authorised to receive personal data are obliged to handle personal data in accordance with applicable laws and regulations at all times.

16.4 You can also contact the Data Protection Officer / Data Compliance team at [customer.service@h4w.co.uk](mailto:customer.service@h4w.co.uk)

## **17. Risk Assurance Statement**

17.1 Housing for Women recognises that ineffective complaint handling presents safeguarding, equality, regulatory, and reputational risks.

17.2 The Board can take assurance that:

- Equality and safeguarding risks have been identified and mitigated
- Trauma-informed and survivor-centred practice is embedded

- The policy complies with the Complaint Handling Code
- Complaints are used to drive learning and improvement
- We will carry out quality assessments of stage 2 decisions and carry out spot checks on files to provide assurance policy and process is being adhered too
- Residual risk is assessed as low to medium and acceptable, subject to ongoing monitoring, staff training, and policy review.

## **18. Legal and Regulatory Framework**

**18.1** This policy should be considered against the following regulatory and good practice standards:

- H4W tenancy agreement
- Localism Act 2011,
- Housing Act 1996 (schedule 2),
- General Data Protection Act 2018, (see below)
- Equality Act 2010
- Housing Ombudsman Complaint Handling Code
- Regulator of Social Housing Regulatory Standards (Tenant Involvement and Empowerment Consumer Standard)
- Human Rights Act 1998
- Modern Slavery Act 2015
- Building safety Act

## **19. Policy Consultation and Review**

19.1 This policy has been developed and updated informed by feedback from customers and the Housing ombudsmen about our approach to complaint handling.

19.2 This policy was developed in consultation with internal teams across Housing for Women, including operations, policy, and communications.

19.3 This policy will be reviewed at least every five years, or sooner in response to changes in legislation, regulation, or Housing Ombudsman guidance.

## 20. Further information

20.1 Provide an office contact name and telephone number, email address, or Web address for individuals who may need assistance or additional information regarding topics covered in the policy section.

### 20.2 Details of Policy Holder

Director of Operations – [Alison.Brown@h4w.co.uk](mailto:Alison.Brown@h4w.co.uk) Alison Brown

Governance Manager – [Theodora.Ugo@h4w.co.uk](mailto:Theodora.Ugo@h4w.co.uk) Tel:02037523573

### 20.3 Records of Review

The record of reviews are as follows:

Date of change	Who updated	Details of change
3.2.26	Alison brown	Updated previous policy.