



tenant management organisation

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working towards providing excellent housing and reliable services

Complaints Procedure

Date Approved: October 2007

Date of Last Review: July 2020

Date of Next Review: July 2023

Friday Hill Tenant Management Organisation (FHTMO) has a two stage complaints procedure.

Any person wishing to make a formal complaint to FHTMO should only do so when a request to FHTMO has been made and you are not satisfied with the response or action that the enquiry received.

FHTMO accepts that whilst we have very high satisfaction levels at times things can go wrong and mistakes happen. We feel that we can learn from the complaints we receive and improve the services we provide.

How to Complain

FHTMO have several methods of accepting complaints from residents and this can be via letter, phone call, office interview, e-mail or Web Site. In addition to this complaints can be forwarded via third parties (London Borough Waltham Forest or Waltham Forest Housing).

Stage One.

FHTMO has developed a standard form which complaints can be received on. These forms will be made available but do not have to be used to make a complaint about a service provided by FHTMO

Within 3 working days of FHTMO receiving the complaint the TMO will acknowledge the complaint and provide the name of the officer dealing with the complaint and the target date by which a full reply will be given.

All complaints will normally receive a full reply within 20 calendar days of the complaint being received.



If this target needs to be extended FHTMO will inform the complainant within 15 days of the complaint and state the reason why additional time is required to provide a full reply and inform the complainant of the new target time.

Should the complaint be about an action the Chief Executive Officer has taken then the complainant will need to forward their complaint to the Chairperson of FHTMO. Any letters of this nature will need to be clearly marked 'Private & Confidential' or e-mailed to chair@fridayhilltmo.org.uk

The Chairperson or a designated Board Member will then investigate the complaint within the timescale stated in this policy.

Once the investigation has been completed FHTMO will advise the complainant if the complaint has been upheld, partly upheld or not upheld.

If the complainant is unhappy with the response from FHTMO they can request an independent investigation of their complaint. This will be carried out by the Council's corporate Complaints Team on behalf of the Council's Chief Executive. A paragraph is included within every response issued by FHTMO, to a formal complaint, explaining the process i.e. Stage 2.

Stage Two

If you are still unhappy with the response that has been provided under stage 1 you may ask the Council's Chief Executive, via the Corporate Complaints Team to review the action taken in respect of your complaint.

The Corporate Complaints Team will acknowledge your complaint within 5 days and you should expect a full reply within 25 days.

Monitoring of Complaints

FHTMO monitor all complaints and report monthly to the Board of FHTMO about the complaints we have received and the nature of the complaint.

FHTMO will also provide monthly information to Waltham Forest regarding:

- The number of formal complaints received
- Timescales achieved for acknowledging formal complaints
- Timescales achieved for answering complaints

FHTMO will also monitor the reasons for complaints into the following categories:

- Service Failure for delay / poor quality or No provision;
- Communication (Policy & Decision);
- Communication and Staff behaviour / conduct and attitude.