

D'EYNSFORD TENANT MANAGEMENT ORGANISATION
COMPLAINTS POLICY AND PROCEDURE

A. THE POLICY

D'Eynsford TMO is committed to providing a high quality service to all of its residents and to treating everyone who comes into contact with the TMO in a fair and reasonable manner.

The TMO acknowledges that mistakes can be made and that TMO members or other persons may on occasion have cause for complaint. It is the TMO's policy that anyone should be able to make a complaint to the TMO in the knowledge that, by doing so, they will not be penalised in any way, and that their complaint will be dealt with swiftly, effectively, and in a serious manner. Any person who feels that D'Eynsford TMO has not provided them with a high quality service, or has not treated them fairly, has the right to use this Complaints Procedure.

Please note that the TMO is not able to respond to complaints that are made anonymously.

A copy of the full D'Eynsford TMO complaints policy is available on request from the TMO Office.

B. THE PROCEDURE

STEP 1 : If you wish to make a complaint about the service provided by the TMO, you should contact the Estate Manager in writing or in person during normal office hours. Give as much information as possible about your complaint to the Estate Manager so that the complaint can be properly considered.

Complaints about Southwark's Council's own services will be passed directly to the council.

Complaints about the Estate Manager should be forwarded to the TMO secretary.

STEP 2 : Your complaint will be acknowledged within five working days by the TMO.

The contact details of the person who will lead the investigation will be given to you, with the investigation deadline.

STEP 3 : The Estate Manager will then aim to investigate and will aim to resolve your complaint within 15 working days. Investigation may include interviews and other evidence (such as police, medical or environmental health records, surveyor reports, referrals to/from other authorities) in order to reach a fair decision on the complaint.

The response letter within 15 working days will included details of what actions (if any) have been carried out.

STEP 4 : If you have exhausted the above complaints procedure and you are still dissatisfied, you may appeal to the Council : The principle complaints officer, performance and compliance section, London Borough of Southwark, 160 Tooley Street, London, SE1. The appeal will be dealt with in line with the Council's complaints procedure.