

Complaints Procedure

The intention of the organisation is to deal with complaints promptly using a process that is easily accessible and to ensure that the person making the complaint is kept informed of progress. Co-operative Housing Ireland's complaints process is accessible to everyone, including co-operative members and members of the public. The Complaints Procedure is published on the Association's website.

Complaints may be made by telephone, in person, by email or in writing.

All complaints will be logged on a Complaint Form.

Anonymous complaints will be logged but the complainant will be warned that full action cannot be taken on such complaints. The complainant should be reassured that all complaints made to, and communications with, the Association are completely confidential, regarding the complainant.

Complaints regarding nuisance and disturbance and anti-social behaviour will be dealt with according to the Statement of Nuisance and Anti-social Behaviour, Appendix 4 of the Handbook of Co-operative Housing Information, Policies and Procedures.

Complaints regarding staff members are, in all instances, immediately notified to the line manager of the staff member concerned.

Stage One

Initially the complaint is dealt with by the staff member receiving the communication. For example, if a member is complaining that a contractor has not completed a repair, the contractor will be contacted.

If the complaint can be resolved at this stage, the staff member will notify the member immediately and explain any delays.

If the matter cannot be resolved immediately, the complainant will be told that their complaint has been logged and requires further investigation. They will be told that they will be kept informed of the ongoing investigation.

Stage Two

If a complainant is unhappy with the outcome of a complaint at stage one or if the complaint is about a staff member then it is dealt with by the appropriate manager.

The complainant will be contacted and informed.

The manager responsible will then investigate the matter and aim to give a full response within ten working days. The manager will inform the relevant Director.

Stage Three

Complaints will be referred to stage three where a complainant is not satisfied with a decision taken by a manager at stage two.

The Director will contact the complainant to inform them that they will look into the matter. The Director will carry out a full review of the complaint including:

- All details supplied;
- The response by staff, including all documentation;
- If the response was fair and equitable;
- If there have been any unreasonable delays;
- If the relevant policies and procedures of the organisation have been upheld;

The Director may consult the Chief Executive but in all cases will keep them informed.

When the review is complete, the Director will contact the complainant to inform them of any decision reached. If the Chief Executive considers it necessary, this may include referring the matter to the Co-operative Housing Ireland Board of Management.

Monitoring and Evaluation

All complaints are logged on a central file located on the Association's shared server. Details of current complaints are included with the Management Book circulated to the Executive Team each month. The Director of Housing reviews all complaints on an annual basis to identify any emerging trends or themes and to identify areas where continuous improvement can be advanced.