

COMPLAINTS INFORMATION FOR RESIDENTS

How the Complaints Policy Is Made Available

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Quality Standards

Residents must know they can complain and how to do it. This document sets out how Solace Housing makes the Complaints Policy (BVSC-190) available to every resident, and includes the resident complaints leaflet.

To achieve this, Solace Housing will ensure that:

Every Resident Is Told

Every resident is told how to complain at sign up, through the Resident Handbook (BVSC-169).

Information Is Displayed

The complaints leaflet is displayed on the notice board in every property (BVSC-170).

Information Is Accessible

The leaflet is available in large print and other languages on request, and staff help residents who need it.

Legislative Framework

This document has been developed with reference to current legislation, statutory guidance and recognised good practice, including but not limited to:

- Equality Act 2010 (accessible information)
- BVSC Supported Exempt Accommodation Quality Standards
- Birmingham Charter of Rights for Residents of Supported Exempt Accommodation
- Health and Safety at Work etc. Act 1974
- Supported Housing (Regulatory Oversight) Act 2023 and the National Supported Housing Standards

Procedure

1. The complaints process is explained at sign up and covered in the Resident Handbook.
2. The leaflet (Appendix A) is displayed on every property notice board and checked during property inspections.
3. Copies are available from support workers, the office and on request in other formats.
4. The complaints process is reminded at resident meetings at least once a year.

Monitoring and Review

Compliance will be monitored through the quality assurance framework set out in the Quality Assurance Policy (SH002). Monitoring activities will include:

- Notice boards checked during property inspections.
- Resident surveys ask whether residents know how to complain (BVSC-195).

The leaflet, notice board checks and the Resident Handbook are the evidence locations for audit purposes. Findings will be reported to the Directors and shared with the Registered Provider where required, and any gaps will be addressed through a Quality Improvement Plan. This document will be reviewed at least annually, or sooner where legislation, guidance or audit findings indicate that a review is necessary.

Appendix A: Resident Complaints Leaflet

Not Happy? Tell Us.

If you are unhappy with your home, your support or anything we do, we want to know so we can put it right. Making a complaint will never affect your support or your home.

How to Complain

- Speak to your support worker or any member of staff.
- Phone 0800 999 1870.
- Email info@solacehousing.co.uk.
- Write to Solace Housing, 96 Icknield Street, Birmingham, B18 6RU.
- Ask a friend, family member or advocate to complain for you.

What Happens Next

1. We will try to sort it out straight away.
2. If not, we will log your complaint and tell you within 5 working days who is dealing with it.
3. We will look into it and give you a written answer within 28 working days.
4. If you are still unhappy, you can ask a Director to review it.
5. If you are still unhappy after that, we will tell you how to go to the Registered Provider, the Housing Ombudsman or Birmingham City Council.

Authorisation and Signature

This Policy is the authorised version agreed by the Directors of Solace Housing.

All employees are expected to follow this policy and failure to do so could result in disciplinary action.



Signed on behalf of Solace Housing.