

Name of policy or procedure :	Complaints Policy and Procedure	Internal/external	External
Section	Housing Academy	Teams	CIH Learning, CIH Training, CIH Apprenticeship Training Provider
Policy owner and job title	Sharon Hackett, CIH Housing Academy Operations Manager	Approved:	Vanessa Howell, Head of Professional Standards
Date effective from:	Aug 2018	Review date:	Aug 2021
Associated policies and procedures	Internal Quality Assurance Procedures Whistle Blowing Procedure Malpractice Procedure	Version	V1. Aug 2018

1.Introduction

CIH Housing Academy aims to provide the best possible experience for individuals registered on its courses and programmes. We value feedback as this provides important information on how we can improve our services. We therefore treat complaints positively and handle them sensitively and in a timely fashion.

If you are dissatisfied with any element of our service you have the right to complain. Before you make a formal complaint we would suggest that you talk to us informally in the first instance to see if your concerns can be resolved straightaway.

We will aim to ensure that your complaint remains confidential but some circumstances may not allow us to maintain this confidentiality. In these situations we will discuss this with you.

If you wish to appeal an assessment decision (apprentices and learners only) you should go through CIH Housing Academy Appeals Procedure.

2. Stages in complaint resolution

2.1 Stage One

We will always try to resolve complaints informally if possible at the time you contact us. To register your complaint, you are advised to contact any member of staff at the CIH Housing Academy. You can complain by telephone, letter or email. Your complaint should include:

- The full name and contact details of the person making the complaint
- The details of the complaint i.e. the specific reason for the complaint and any supporting information

The address to send your complaint to is:

CIH Housing Academy

Chartered Institute of Housing

Octavia House

Westwood Way

Coventry

CV4 8JP

T: 024 7685 1789

E: housing.academy@cih.org

The person who receives the details of your complaint will either resolve your complaint themselves, or transfer you to another member of staff within the Housing Academy team who may be better placed to help you.

2.2 Stage Two

If you are not happy with the initial explanation and/or resolution offered, you have the right to take your complaint further. In this case, you should raise your complaint in writing to the Housing Academy and a representative will be identified to investigate your complaint. Please ensure that you include as much information as possible, such as supporting evidence, as this will assist in investigating your complaint.

In making a complaint, we advise that you:

- Demonstrate your attempt to seek resolution informally first
- Be clear, accurate and truthful in your explanation
- Indicate what might be a satisfactory resolution for you
- Respect the legal, regulatory and other constraints, such as data protection, placed on CIH.

On receipt of your complaint the Housing Academy representative will:

- Acknowledge receipt of your written complaint within 5 working days of receipt
- Commence a full investigation into your complaint
- Keep you informed of progress
- Maintain a case file and auditable records
- Advise you of the outcome of the investigation and of possible resolutions within 20 working days of receipt.

2.3 Stage Three

If after investigation by the Housing Academy representative, you are still dissatisfied, you should direct your complaint to the appropriate Housing Academy manager in writing.

The manager will:

- Acknowledge receipt of your complaint within 5 working days and give an initial explanation of how your complaint will be dealt with
- Commence a full investigation into your complaint
- Keep you informed of progress
- Maintain a case file and auditable records
- Advise you of the outcome of the investigation and of possible resolutions within 28 days of receipt.

Please note that the decision of the manager is final.

Continuous improvement

Where a complaint is upheld CIH Housing Academy will take appropriate preventative or corrective action. All complaints will be investigated and reviewed internally to ensure continuous improvement to our ways of working and courses.