



Chartered  
Institute of  
Housing  
Approved centre

# Complaints Policy and procedure

## 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 (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 make your complaint 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

Suites 5 and 6,

First Floor,

Rowan House,

Westwood Way,

Coventry, CV4 8LE

T: 024 7685 1789

E: [housing.academy@cih.org](mailto: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 of your formal complaint.

### 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 if possible resolutions within 20 working days of receipt.

Please note that the decision of the manager is final.

### 4. Stage Four

If after the investigation you are still not satisfied with the outcomes and resolutions suggested, you should direct

your complaint to the CIH Awarding Organisation in writing or electronically within 10 working days of being notified of the outcome

This is the final stage of the Complaints process. The CIH Awarding Organisation can be contacted by email at [accreditation@cih.org](mailto:accreditation@cih.org)

### 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.

### Associated policies and procedures:

- CIH HA Appeals procedure

<b>Name of policy or Procedure:</b>	Complaints Policy and Procedure	<b>Internal/external</b>	External
<b>Section</b>	Housing Academy	<b>Teams</b>	CIH Learning, CIH Training
<b>Policy owner and job title</b>	Sharon Hackett, CIH Housing Academy Operations Manager	<b>Approved:</b>	CIH HA Management Team & Sarah Dunkerley: Director of professional development
<b>Date effective from:</b>	December 2022	<b>Next review date</b>	February 2024
<b>Associated policies and procedures</b>	Internal Quality Assurance Procedures Whistle Blowing Procedure Malpractice Procedure	<b>Version</b>	HA_CPPv2 Dec22



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