



Chartered  
Institute of  
Housing  
Approved centre

# Complaints Policy

## 1. Introduction

CIH Housing Academy aims to provide the best possible experience for all individuals. We value every opportunity for feedback as this provides important information on how we can improve our services. We therefore treat complaints positively and handle them sensitively, with the appropriate level of care and attention. Most importantly, to reach a resolution in a timely fashion.

If you are dissatisfied with any element of our service, you have the right to complain.

Before a formal complaint is raised, we would welcome a discussion to see if your concerns can be resolved straightaway. We will always be happy to assist you in any way we reasonably can.

We will ensure your complaint remains confidential, unless the circumstances prevent us from doing so, in which case we will discuss this with you and make you aware.

Note: CIH Housing Academy learners, if you wish to appeal an assessment decision you should go through the CIH Housing Academy Appeals Procedure - Your grade cannot be overturned via the Complaints Policy.

## 2. Service Level Expectations of Complaint Handling Process.

### 2.1. Service Level Expectations

CIH Housing Academy will strive to ensure:

- All complaints are acknowledged in a timely manner.
- Complaint details will be noted factually, with accuracy, and without input of opinions.
- Responses and outcomes will be explained clearly, with detailed reasonings.
- Any actions taken as a result of a complaint will be communicated within the response.
- A complainant will be permitted to submit their complaint in their chosen method of communication, be it via telephone, email, or written letter, without obstacles.

### 2.2. How to reach us - our address, telephone number and email address, are as follows:

**CIH Housing Academy  
Chartered Institute of Housing  
Suites 5 and 6,  
First Floor,  
Rowan House,  
Westwood Way,  
Coventry, CV4 8LE**

Telephone: 02476 851 789

Email: [housing.academy@cih.org](mailto:housing.academy@cih.org)

## 3. Stages in complaint resolution

### 3.1 Stage One Complaint [Informal Discussion].

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. Your complaint will ideally include:

- The full name and contact details of the person making the complaint.
- The reason for the complaint and any relevant details including supporting information.
- The desired outcome or resolution to your complaint.

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

In the event we are unable to resolve your complaint during the informal discussions, a formal complaint will be logged for you, as a 'Stage Two' complaint.

### 3.2 Stage Two Complaint [Line Manager Review]

The purpose of the Stage Two Complaint is to conduct an in-depth review of the circumstances of your complaint, including an investigation of the facts. We will strive to provide you with as much detail as possible at this stage, within our outcome and response.

On receipt of your complaint the CIH Housing Academy will:

- Acknowledge your complaint within 3 working days of receipt.
- Provide the name of the respondent.
- Complete a full investigation into your complaint circumstances.
- Where possible, provide regular updates of the complaint progress.
- Maintain auditable records and notes.
- Provide you with an outcome of the investigation and resolution to your complaint within a maximum of 20 working days from receipt of your 'Stage Two' complaint.
- Every attempt will be made to provide the response and your outcome as soon as possible. We will initially advise a target response time of 5 working days. However, to conduct a thorough investigation, additional time may be required. (Up to the maximum 20 working days).

If you remain dissatisfied with the outcome at this stage, you will be entitled to continue your complaint at the next stage.

### 3.3 Stage Three Complaint [Senior Management Review]

The purpose of the Stage Three Complaint is to provide a fresh review of the circumstances of your complaint, including a complete review of the facts. Outcomes at this stage will continue from the previous stage, without the need for resubmission of the complaint.

On receipt of your 'Stage 3' complaint the CIH Housing Academy will:

- Acknowledge your complaint within 3 working days of receipt.
- Provide the name of the respondent.
- Complete a full investigation into your complaint circumstances.

- Where possible, provide regular updates of the complaint progress.
- Maintain auditable records and notes.
- Provide you with an outcome of the investigation and resolution to your complaint within a maximum of 10 working days from receipt of your 'Stage Two' complaint.
- Every attempt will be made to provide the response and your outcome as soon as possible. We will initially advise a target response time of 5 working days. However, to conduct a thorough investigation, additional time may be required. (Up to the maximum 10 working days).

Whilst outcomes at this stage will be the final response from the CIH Housing Academy, if you feel you remain dissatisfied and find it is necessary you may be entitled to continue your complaint with the CIH Awarding Organisation at the next stage.

### 3.4 Stage Four Complaint (CIH Awarding Organisation)

If following CIH Housing Academy's responses you are still not satisfied with the outcome and resolutions suggested, you should direct your complaint to the CIH Awarding Organisation within 10 working days of being notified of the 'Stage Three Complaint' 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)

## 4. Commitment to 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. We appreciate all feedback, regardless of its nature.

Associated policies and procedures:

- CIH HA Appeals procedure

Any omissions to this policy do not presume agreement or compliance with any other behaviours or service level agreements - though we welcome feedback from all parties if an omission is noted.

<b>Name of policy or Procedure:</b>	CIH Housing Academy Complaints Policy	<b>Internal/external</b>	External
<b>Section</b>	Housing Academy	<b>Teams</b>	CIH Learning
<b>Policy owner and job title</b>	Sharon Hackett, operations manager Reviewed by James Panter, hub team leader	<b>Approved:</b>	Head of the Housing Academy - Kirsty Cooper
<b>Date effective from:</b>		<b>Next review date</b>	
<b>Associated policies and procedures</b>		<b>Version</b>	HA_CPPv3_



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