

# **KNOLE ROAD FLAT OWNERS (BEHXILL) LTD COMPLAINTS HANDLING PROCEDURE (CHP)**

## **Complaints handling policy & Procedure (CHPP)**

This complaints policy for KRFO (Bexhill) Ltd draws on guidance & information from the following sources:-

GOV.UK; Property Redress Scheme (PRS); Ombudsman England & Scotland; Leasehold Advisory Service (LAS); Chartered Institute of Personnel Development (CIPD); Association of Residential Managing Agents (ARMA) and the draft complaints procedure Southdown Estates.

8 common elements for complaint handling are found in the above sources.

- (1) The stages of the CHPP should be timely; simple and streamlined to resolve complaints at the earliest time, be practical and at the 'frontline' where possible.
- (2) It is important to be clear exactly what the complaint is about.
- (3) The CHPP should include a time limit for making complaints.
- (4) Submission of complaints must conform with a common format.
- (5) Complaint handling must take into account the resources, including time, of the body subject to the complaint and handling the complaint.
- (6) The remedy sought must be proportionate and appropriate.
- (7) The exclusion of complaints.
- (8) Persistent and vexatious complaints are not appropriate.

### **CHPP stages**

In the first instance, please ensure that your complaint is specifically in relation to one of the current Directors/Officers or Contractors of Knole Road flats and is not about general maintenance or a resident/visitor.

Our CHP follows a three-stage process;

#### **Stage 1**

The complaint should be made at the earliest date possible following the event being complained about. Unless there are exceptional reasons that cause delay, a complaint will be accepted up to four calendar weeks following the event but no later. Please ensure that the complaint is made in writing and sent to the person who is the subject of the complaint. This will give the person the opportunity to fully appraise the allegations and reply to you in writing. Where possible a simple apology may often be sufficient at this stage.

If you are unsure who to send the complaint to, please call or email the managing agent, Southdown Estates, and they will advise you of the most suitable person.

The written complaint must follow the common format comprised of (a) the date, clear nature & subject of the complaint (b) the evidence to substantiate the allegation (c) the outcome wanted.

While it may take up to 4 weeks to fully consider the matter and respond, we will try to acknowledge your written complaint within 1 week (with the exception of weekends and Bank Holidays).

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We would hope to resolve your complaint to your satisfaction at stage 1 but if not the process will continue to the next stage

### **Stage 2**

If you are not satisfied by the response in stage 1 you should write to Lynne Maguire-Wheatley of South Down Estates, who will undertake a complete review of your complaint.

It is likely that Lynne will discuss your complaint directly with the Directors of the Freehold Company before providing her full response, therefore she will endeavour to respond to you with her findings within 4 weeks, but if there are any circumstances which may prevent this from being achieved, she will update you appropriately.

### **Stage 3**

If you remain dissatisfied with Lynne's response at Stage 2 we will have exhausted the 'in-house' stage of our CHPP mechanism. The process should then be referred to a suitable Dispute Resolution Service such as the Leasehold Advisory Service in the first instance.

### **Complaints that are excluded**

This CHPP excludes complaints in the following instance:

- Where matters have been fully investigated through this CHPP.
- Anonymous complaints.
- Persistent & vexatious complaints (see below).
- Where the remedy sought is not proportionate or appropriate to the nature of the complaint.
- Complaints that include harassment; intimidation; aggression; personal abuse; threats or contravention of protected characteristics as defined in the Equality Act 2020.

### **Persistent and vexatious complaints**

In general terms, from the sources indicated above, vexatious complaints are for example those where the complainant:

- Persists in pursuing a complaint that has already been investigated and provides no new or material information.
- Fails to clearly identify the precise issue to be investigated.
- Complains about a matter that is out of proportion to its significance.
- Makes excessive contact that is unreasonable to the resources available, including time.
- Refuses to follow the complaints procedure.

While these are examples this is not an exhaustive list.