

## Customer Care Policy

| Name         | Reason for change  | Date           |
|--------------|--|----------------|
| Andrea Baker | Review   | September 2019 |
| Andrea Baker | Revised definition in line with Ombudsman code July 2020 | July 2020      |
|              |  |                |
|              |  |                |
|              |  |                |

### Approval process for current version

| Presented to       | Date           | Outcome  |
|--------------------|----------------|----------|
| Poplar Board       | September 2019 | Approved |
| Services Committee | August 2019    | Approved |
| Services Committee | February 2018  | Approved |
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## 1. Customer Care Code

Poplar HARCA (PH) staff will listen; explain what can and can't be done; and do what they say they will.

## 2. Data Protection

PH will comply with its legal and regulatory obligations.

PH will ensure staff and volunteers are trained to be aware of their obligations.

## 3. Equalities

PH will comply with its legal and regulatory obligations.

PH will consider the potential impact on groups that might be disadvantaged by its policies, and whether reasonable adjustments can be made.

Each year Poplar Board will receive diversity data about staff and services.

## 4. Complaints and Petitions

### 4.1. Resolve

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

PH's aim is to resolve complaints with an appropriate remedy that puts the person raising the issue back to where they would have been if they hadn't had to make a complaint.

PH will contact the person raising the issue or lead petitioner within two working days of receipt to find out what remedy they want and agree a timescale for the response.

The matter will be closed if asked-for information is not received within one calendar month.

### 4.2. Review

If the person raising the issue or lead petitioner does not agree the remedy is appropriate, PH will ask why and what remedy they want, and agree a timescale for the response.

A 2-person Panel (Director or Asst. Director of service complained about, plus a senior officer from another Directorate and/or resident) will decide whether or not the remedy was appropriate.

The Panel will decide what information it needs and how the review will be conducted.

The Panel will decide if the remedy was appropriate. If the decision is it was not, the Panel will advise an alternative. The Panel makes PH’s final decision so further representations will not be considered.

The matter will be closed if asked-for information is not received within one calendar month.

**4.3. PH will not consider as a complaint anything that:**

- a. Can be decided by an alternative process
- b. Happened more than six months ago
- c. Has already been raised as a complaint
- d. Has been referred for legal proceedings
- e. Is about a third party
- f. Is about compliance with law or regulation
- g. Is about PH as an employer

If a petition is about something PH has no control or influence over, it will consider making representations on behalf of residents.

**5. Financial Remedy**

PH will consider the effect on the individual when deciding if a remedy should include a payment:

|                               |  | PH’s level of responsibility |      |      |
|-------------------------------|--|------------------------------|------|------|
|                               |  | None                         | Some | Full |
| <b>No demonstrable impact</b> | service failure caused minimal inconvenience and/or annoyance  | zero                         | zero | zero |
| <b>Some impact</b>            | service failure caused moderate inconvenience and/or annoyance | zero                         | £50  | £100 |
| <b>High impact</b>            | service failure caused serious disturbance and/or distress     | zero                         | £100 | £250 |

In addition to payments set out above, PH will also pay for evidenced losses or damages. PH will pay within one calendar month of its decision; and will offset any money it is owed.

## 6. Enquiries from Councillors and MPs

Enquiries will be treated as correspondence and responded to within 10 working days. Enquiries not related directly to an individual PH tenant or leaseholder will not be responded to.

## 7. Unreasonable Behaviour and Person Warnings

When someone's behaviour presents a real or imminent risk to others, PH may restrict access to staff and services, and register a warning on its databases.

Examples of this behaviour include (but are not limited to) aggression or abuse; unreasonable demands; or unreasonable persistence.

Restrictions and warnings must be approved by a Head of Service, Assistant Director, or Director.

Warnings and restrictions will be reviewed after 6 months and removed if there is no on-going risk.

Except when doing so would pose a greater risk, those about whom a warning is recorded will be told about it. Appeals regarding a warning will be logged as a complaint.

## 8. Policy review

### 8.1. Policies are reviewed every 5 years or sooner if they no longer reflect best practice.

9. Appendix 1: Impact assessment

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|---|--|
| <p>How does the policy/procedure/strategy contribute to Poplar HARCA's aims?</p>  | <p>This policy supports PH's commitment to its residents and service users.</p>                          |
| <p>Which group(s) of people benefit from the policy/procedure/strategy? If any group could be disadvantaged, what is the mitigation or justification?</p> | <p>The policy clarifies expectations.<br/>No group has been identified as potentially disadvantaged.</p> |
| <p>How have residents been involved in developing the policy/procedure/strategy? If they have not been involved, why not?</p>                             | <p>The draft was considered by JEP.</p>  |
| <p>How will the policy/procedure/strategy be monitored and measured? (e.g. performance indicators?)</p>   | <p>Performance is presented to CMT, Services Committee, and Poplar Board</p>                             |
| <p>If any, what are the Value for Money implications?</p>   | <p>To ensure consistency, the policy sets out financial remedies.</p>                                    |
| <p>Will personal data be collected, stored, used or shared? If yes, a privacy impact assessment must be carried out.</p>                                  |  |