

- Your complaint will be acknowledge within two working days, we will aim to investigate and resolve your complaint within 10 working days
- If we cannot answer your complaint within 10 working days we will keep you regularly informed of our progress
- If you are dissatisfied with the response you receive, you may appeal to the RMO Board, which will review your complaint at the next Board meeting. If a meeting is not scheduled to be held within 21 days, a special meeting will be called. You will be notified of the Boards decision within 7 days.
- If you have exhausted the above complaints procedure and you are still dissatisfied, you may refer you complaint to the Council within 14 days of receipt of the Board’s decision.
Details as follows:

**Resident Participation Officer
Central Area Team
Housing Department
Wandsworth Council
17-27 Garratt Lane
SW18 4AE**

Tele: 0208 871 8694

Email: hms@wandsworth.gov.uk



BATTERSEA FIELDS RESIDENT ORGANISATION LTD

COMPLAINTS POLICY AND PROCEDURES

THE POLICY

Battersea Fields RMO is committed to providing a high-quality service to all its residents and to treat everyone who comes in to contact with the RMO in a fair and reasonable manner. As part of our high-quality service, we acknowledge that mistakes can be made or standard of service may fall and that RMO members or other persons may on occasion have cause for complaint.

We define a complaint as “A form of feedback on the dissatisfaction about the service provided and therefore an opportunity for us to learn and to improve, and not just as an indication of failure”.

We acknowledge that there is always room for improvement and it is important that we listen to your complaints or views as they tell us what you think of our service. It is the RMO’s policy that anyone should be able to make a complaint to the RMO in the knowledge that, by doing so, they will not be penalised in any way, and that their complaint will be dealt with swiftly, effectively, and in a serious manner.

Our policy is that everyone within the organisation is responsible for accepting a complaints, this means that all members of staff have been briefed on how to take down the details of a complaint, how to record it and who to pass it on to for resolution.

THE PROCEDURE

Any person who feels that Battersea Fields ROL has not provided them with a high-quality service, or has not treated them fairly, has the right to use this Complaints Procedure. All complaints made about Battersea Fields ROL services or those acting on their behalf will be taken seriously and will be treated in the strictest confidence. Please note that the RMO is not able to respond to complaints that are made anonymously.

If you wish to make a complaint, you should contact the office to speak to a member of staff by telephone or in person during normal working hours or in writing or by email. Try to give as much information as possible about your complaint so that your complaint can be properly considered.

WHAT HAPPENS NEXT?

We can usually sort our simple mistakes or misunderstandings straight away and where possible we will try to deal with your complaint without any un-necessary delay.