



Concerns & Complaints Policy



Concerns And Complaints Policy

City Quay Management Company (CQMC) views concerns and complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

Our Policy is:

1. To provide a fair concerns and complaints procedure which is clear and easy to use for anyone wishing to raise a concern or make a complaint
2. Ensure that people know how to contact us to raise a concern or make a complaint
3. To make sure all complaints are investigated fairly and in a timely way
4. To make sure that complaints are, wherever possible, resolved and that relationships are repaired
5. To learn from concerns and complaints

Concerns and Complaints Procedure

Where possible and appropriate, CQMC will try to resolve concerns raised by residents or leaseholders promptly without the need for a formal investigation. It is anticipated that the majority of concerns will be resolved informally. This is the first stage of the concerns and complaints policy and is known as Local Resolution.

If a resident or leaseholder is dissatisfied with Local Resolution or wants to proceed to a formal investigation then the concern will be escalated to a Formal Complaint and CQMC will agree a timescale with the complainant to allow for a proportionate investigation into the concerns raised. Investigations will be completed and a response provided within the agreed timescale. A full and thorough response will be given to address the issues raised within the complaint. This should include a robust explanation about service provided and, where appropriate, provide a remedy such as an apology or service improvements to address any shortcomings.

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have. Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to CQMC (for example: leaseholder, tenant, contractor etc.)
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by email so that the complaint is recorded in the complainant's own words.

Stage 1: Informal Concern – Local Resolution

In many cases, a concern is best resolved by the person responsible for the issue being enquired about. If the concern has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the concern has been resolved, the concern information should be passed to the Chair of CQMC within one week.

On receiving the concern, the Chair records it in the Concerns and Complaints Log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action. If the concern relates to a specific person, they should be informed and given a fair opportunity to respond.

Concerns should be acknowledged by the person handling the concern within a week. The acknowledgement should say who is dealing with the concern and when the person complaining can expect a reply. A copy of this Concerns and Complaints Procedure should be attached. Ideally people raising concerns and complaints should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Stage 2: Formal Complaint

If the complainant feels that the problem has not been satisfactorily resolved at Stage 1, they can request that the concern is escalated to a Formal Complaint and reviewed at Board level. At this stage, the complaint will be passed to the Chair of CQMC. The request for Board level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply. The Chair may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage 1.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. The person who dealt with the original complaint at Stage 1 should be kept informed of what is happening. Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

Stage 3: Unresolved Complaints

If a complaint remains unresolved at Stage 2 following an investigation and response then the Chair and Board of CQMC have the discretion to consider any points that require further clarification or investigation. Once Stage 3 has been completed then local attempts at resolution will have been exhausted and the complainant may wish to refer their complaint to Companies House provided it meets the required criteria.

More information can be found at the Government's website at: <https://www.gov.uk/complain-about-a-limited-company>

Stage 4: Vexatious Complaints - Identifying a Vexatious Complainant

There are occasions when a person may pursue a complaint to the point where it becomes unreasonable, despite every effort by CQMC to try and resolve the issues /perceived issues.

The decision to end a complaint as vexatious rests with the CQMC Board of Directors, who must be satisfied that CQMC has made every effort to meet the complaint but the complainant is exhibiting one or more of the following:

- Acts in a personally abusive and irrational manner or without a sense of proportion
- Rejects accurate documented evidence
- Refuses to define a complaint that can be investigated
- Continues to evolve the content of the complaint to prolong the complaint unreasonably
- Uses threats and attention-seeking behaviour such as involving the media to “short cut” the agreed complaints procedure
- Pursues regular contact with CQMC after final response has been sent
- Has an unreasonable expectation of what can be achieved through the complaints process
- Has made recordings of meetings, face-to-face discussions or telephone conversations without the prior knowledge and consent of the other parties involved

Stage 5: Process for dealing with Vexatious Complainants

Where a complaint is considered to be persistent or vexatious the Board of Directors will determine what appropriate action is to be taken and be assured that:

- The complaints procedure has been correctly applied and that all the material elements of the complaint identified during the process are being or have been addressed. In doing so, it should be appreciated that all complaints, even those that seem most trivial, may contain some substance.
- There is nothing more within the terms of the Complaints Procedure that the Directors could reasonably be expected to do to help the complainant (e.g. arrange a meeting, get a second opinion etc).

Having discussed the position with the complainant, a letter clarifying the position that the complaint has reached should be sent.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the duly elected Directors of City Quay Management Company Ltd.

Review

This policy is reviewed regularly and updated as required.

Adopted on: 19.05.2015

Last reviewed: 12.06.2017

Publicised Contact Details for Complaints:

Written complaints may be sent to CQMC by e-mail at cqmc@cityquaylife.com

Verbal complaints may be made by phone to 0161 835 9990 or in person to any of the Directors of CQMC, our Site Manager or at any of our events or activities.

Variation of the Complaints Procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

Adapted from the Charity Commission's Guidance by Gerry Proctor 25.06.14
<http://www.governancecode.org/wp-content/uploads/2012/08/Principle-6-Resource-3-Model-Complaints-Policy-and-Procedure.pdf>

References

Site Manager: David Mault 07768 381183
david@wrenproperties.co.uk

Caretaker: Tom Tracey 07769 142764
sitemanager@cityquaylife.com

Directors City Quay Management Company Ltd:
cqmc@cityquaylife.com

Wren Properties Ltd: 0161 835 9990
<http://www.wrenproperties.co.uk/>

Out-of-Hours Service: Aduvo 0151 556 4928
<http://www.aduvo.org.uk/>



City Quay

CONTACTS

City Quay Management Company (2001) Limited

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Wren Properties Limited

346 Deansgate

Manchester

M3 4LY

Web: wrenproperties.co.uk

Email: emma@wrenproperties.co.uk

Tel no: 0161 835 9990

Fax: 0161 835 9991

Site Manager

Email: david@wrenproperties.co.uk

Tel no: 07768 381183

Freeholder

Abacus Land (OXIP) 2 Ltd

Devonshire House

1 Devonshire Street

London

W1W 5DR

Web: <http://companycheck.co.uk/company/02452516>

2452516

Parking Ticketing Ltd

Web: <http://www.parkingticketing.co.uk/>

Tel no: 0845 689 4545

City Quay Website

<http://www.engageliverpool.com/neighbourhoods/waterfront/city-quay>

Police

Tel no: 0151 709 6010 or 101 or 999