

# Customer Feedback Policy

<b>Document owner</b>	Denise Allen
<b>Approved by</b>	<b>Executive Team</b>
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<b>Interim Review</b>	
<b>Review date</b>	25 November 2028
<b>Version</b>	8.7
<b>Scope</b>	This policy applies to all customers of The Regenda Group

## 1. Introduction/ policy summary

At Regenda, we care about what our customers think. Whether something has gone wrong or you've had a great experience, your feedback helps us do better. This policy explains how you can tell us what you think – and how we'll listen, respond, and use your feedback to improve services for everyone.

### Why the policy matters

Regenda wants to make sure customers are listened to.

This policy matters because:

- It gives you a clear way to speak up if something goes wrong.
- It shows Regenda cares about what you think.
- It helps Regenda fix problems and improve services.
- It makes sure everyone is treated fairly and with respect.

### How it helps customers/residents

- You can easily make a complaint, give a compliment or share a comment.
- Regenda will respond quickly, politely and fairly.
- If something isn't right, they'll work to fix it.
- If something goes well, they'll learn from it and do more about it.
- Your feedback helps make services better for you and others.

## 2. Scope and Exemptions

Regenda Group includes lots of different organisations, like Regenda Homes, Redwing, M&Y Maintenance, Petrus, Positive Footprints, Centre 56, The Learning Foundry, NCRC and Ecogee.

This policy applies to all of them. Each part of the Group may have its own way of working, but they all follow the same rules to make sure customer feedback is handled properly and fairly.



This policy also applies to all buildings overseen by the Principle Accountable Person(s) (PAP) that fall within the scope of relevant building safety legislation, specifically Plaza 1821 and 9a Lydia Ann Street. Typically, this covers high-rise residential buildings, properties with multiple occupancy, and any structure subject to enhanced regulatory oversight due to potential safety risks.

## 3. Policy Detail and Definitions

### 3.1 Compliments and comments

A compliment is when someone tells us we've done a good job or that a staff member has been helpful.

#### When we get a compliment

- We say thank you.
- We write it down.
- We tell the person or team who did the good work, and their manager.
- If we can learn something from it, we'll let the person who gave them a compliment know what we've done.

#### Comments

A comment is an idea or suggestion to help us improve.

It might be about how we do something or a change someone thinks we should make.

When we get a comment:

- We write it down.
- We pass it to the right manager to look at.
- If we make a change, we'll let the person who gave the comment know.

### 3.2 Complaints

A complaint is 'an expression of dissatisfaction, however made, about the standard of service, actions or lack of actions by The Regenda Group, our staff or those acting on our behalf which affects an individual customer or group of customers'.

#### It could be about:

- A service that did not meet expectations.
- Something we didn't do after being asked.
- Not following our own rules or policies.
- A staff member (or someone working for us) being unhelpful or has a poor attitude.
- The structural soundness of a building, the possibility of fire spread or our organisational performance in meeting building safety duties.

If a customer isn't happy with how we've handled a request, even if we're still working on it, we'll treat it as a formal complaint.

People living in high-rise buildings can also report safety worries. We'll treat this as a formal complaint. This also includes the management, reduction, or communication of building safety risks.



Our complaints process is made up of two stages:

Complaint Stage	Time Scales	Detail
First Time Resolution	<p>Acknowledge with the customer, define and log the complaint within 5 working days of the complaint being received (by telephone where possible) with details of conversation noted.</p> <p>Resolution and response sent to customer within 10 working days.</p>	<p>Summary of complaint and action taken in writing.</p> <p>Complete follow up actions.</p>
Final Resolution	<p>Acknowledge with the customer, define and log the complaint within 5 working days of the complaint being escalated.</p> <p>Draft resolution and response sent to Director within 12 working days.</p> <p>Resolve and response sent to customer within 20 working days</p>	<p>Director to provide sign off for all Final Resolution complaints.</p> <p>Provide our final response.</p>

At the end of each stage, we will confirm the following in writing to our customer:

- What stage your complaint is at.
- What your complaint is about.
- What decision has been made.
- Why that decision was made.
- What Regenda will do to fix things.
- What still needs to be done.
- How you can move your complaint to the next stage if you're not happy – and how long you have to do that.
- How often Regenda will keep in touch until everything is sorted.

### **If you're still not happy**

- After First Resolution stage is finished, you (or someone speaking for you) can ask for a Final Resolution.
- You need to ask for this within 14 days of the first stage ending.
- The Final Resolution is the last step in Regenda's complaints process.

After First Resolution stage has been finalised, the customer or their representative can request a further review at Final Resolution stage. A request to have a complaint escalated to the next stage should be made within 14 days of First Resolution being closed.

But at any time, you can ask an Ombudsman or other official organisation to look at your



complaint. The Ombudsman may only investigate your complaint once you have exhausted our complaints process but may be able to offer advice or further support to you in the interim.

## If more time is needed

Sometimes, Regenda might need more time to look into your complaint.

If that happens:

- We'll explain why.
- We'll agree the extra time with you (this should not exceed 10 working days at First Resolution stage and 20 working days at Final Resolution stage).
- We'll send you this in writing.
- We'll also tell you how to contact the Ombudsman if you want to.

## Keeping things fair

If someone is mentioned in a complaint, they won't be the one looking into it. This helps keep things fair.

If you bring up more problems while we're still looking into your complaint, we'll add them in, as long as they're about the same issue and we haven't finished the stage yet.

If the new problems are different or would slow things down too much, we'll treat them as a new complaint.

We won't say no to moving your complaint to the next stage unless there is good reason. If we do say no, we'll explain why.

## 3.3 What is not a complaint?

Some things aren't treated as complaints under this policy. These include:

- Service requests – like asking for a repair for the first time or asking for a rent statement.
- Questions – like asking why a decision was made (for example, about housing).
- Neighbour problems – like antisocial behaviour or harassment. These are handled under a different policy.
- Suggestions or questions about Regenda's rules or policies.
- Legal matters – if something is already being dealt with by a court or lawyer, we won't treat it as a complaint. But if legal action hasn't started yet, we'll still look into it.
- Disagreements about contracts.
- Complaints about other organisations – if Regenda doesn't control the service or decision.
- Trying to reopen an old complaint – if it's already been looked at and a final decision was made.

We don't treat requests for compensation as complaints, but we might offer compensation to help fix a problem. We also remind customers to have home contents insurance to protect their belongings.

We look at each complaint carefully and fairly – we don't just say no without good reason.

## Complaints about staff



If someone complains about a staff member's behaviour – like being rude unfair, or doing something wrong, we take it seriously.

These complaints are looked at using different rules and processes.

We might not be able to share all the details of what happens, but we'll tell you as much as we can offer after we've looked into it.

## **Special cases**

Sometimes, we might still look into a complaint even if it's been more than 12 months, for example if:

- You've been in hospital.
- You need extra help to make a complaint.
- The complaint is about something serious like health and safety or safeguarding.

We look at each case on its own to be fair.

If we decide not to accept a complaint:

- We'll explain clearly why.
- We'll tell you what else you can do – like contacting the Ombudsman.

If you're not sure whether your complaint fits the rules, we'll still treat it as a complaint and give you a proper response. If you ask the Ombudsman to look at a complaint we've said no to, and they say we should accept it, we will – and we'll follow our complaints procedure.

## **3.4 Who can make a complaint, compliment or comment?**

Anyone who receives or requests a service from the Group or is affected by a decision or action taken by the Group or is an advocate of such a person can make a complaint, compliment or comment. These may include:

- Tenants and members of their households
- Leaseholders and shared owners
- Housing applicants
- Service Users
- Representatives of complainants such as friends, relatives, Board or Customer Feedback Panel members, with their written permission
- Designated carers and advocates
- MP's and elected officials
- Former tenants
- Students/learners
- Parents/carers
- Stakeholders

Regenda knows that some people might need help to make a complaint.  
We will:

- Work with other organisations who can support this.



- Help if you don't feel able to make a complaint on your own.

Offer extra support, like:

- Personal appointments
- Translations or easy-read versions of documents.

We want everyone to feel confident and supported when giving feedback.

### **3.5 How a complaint, compliment or comment can be made**

We are happy to receive customer feedback in a variety of ways and formats to ensure fair access to all customers, including:

- By phone
- In writing
- By email
- In person
- Via The Regenda Group's website / Customer Portal
- Via social media (Facebook, Twitter etc.)
- Via Resolver website

### **3.6 Complaints made via social media**

If you send us a complaint on social media (like Facebook), we'll look into it, but we won't reply with personal details there. To keep things private and follow data protection rules, we'll get back to you by phone, email or letter.

### **3.7 Anonymous complaints**

It is good practice to investigate all complaints, even if the source of the complaint is unknown. Therefore, anonymous complaints will be recorded, along with details of any actions taken. This is in case the complainant comes forward in the future, or a similar complaint is made by another customer.

### **3.8 Housing Ombudsman, Property Ombudsman, Financial Ombudsman and Energy Ombudsman**

At any time during the complaints process, you can ask an Ombudsman to look at your complaint. There are different Ombudsman services depending on the type of complaint:

The Housing Ombudsman Service – for problems between landlords and tenants.

The Property Ombudsman – for issues with property agents.

Financial Ombudsman – for complaints about money or debt advice.

Energy Ombudsman – if Regenda supplies your heating.



Organisation	Contact details	Telephone Number	Website
Housing Ombudsman Service	PO Box 152 Liverpool L33 7WQ	0300 111 3000	<a href="http://www.housing-ombudsman.org.uk">www.housing-ombudsman.org.uk</a>
The Property Ombudsman	Milford House 43-55 Milford Street Salisbury Wiltshire SP1 2BP	01722 333306	<a href="http://www.tpos.co.uk">www.tpos.co.uk</a>
The Financial Ombudsman	Exchange Tower, Harbour Exchange, London E14 9SR	0300 123 9 123	<a href="http://www.financial-ombudsman.org.uk">www.financial-ombudsman.org.uk</a>
The Energy Ombudsman	3300 Daresbury Park, Runcorn Wa4 4GP	0300 440 1624	<a href="http://Resolve Energy Complaints   Energy Ombudsman">Resolve Energy Complaints   Energy Ombudsman</a>

### 3.9 First Tier Tribunal

Service charges (the money you pay for things like cleaning or repairs in shared areas) are different for each home or building. If you don't agree with a service charge, you can take your case to the First Tier Tribunal. You can also get free, independent advice from the Leasehold Advisory Service to help you understand your rights.

<b>Apply to the First Tier Tribunal</b>	<a href="http://Solve a residential property dispute: Apply to the tribunal - GOV.UK">Solve a residential property dispute: Apply to the tribunal - GOV.UK</a>
<b>Advice about your Lease and Charges</b>	<a href="http://Home - The Leasehold Advisory Service">Home - The Leasehold Advisory Service</a>

### 3.10 Education Skills Funding Agency

A customer (learner/student) of The Learning Foundry, including parents and guardians, can take their complaint directly to the ESFA for investigation by contacting them directly:

Organisation	ESFA (Education Skills and Funding Agency)
Contact Details	<a href="http://ESFA Redirect - Section 1 - GOV.UK (education.gov.uk)">ESFA Redirect - Section 1 - GOV.UK (education.gov.uk)</a>



Telephone Number	0370 000 2288 Monday to Friday, 9am to 5pm
Website	<a href="https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa/complaints-about-post-16-education-and-training-provision-funded-by-esfa#what-this-complaints-procedure-covers">https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa/complaints-about-post-16-education-and-training-provision-funded-by-esfa#what-this-complaints-procedure-covers</a>

Customers of The Learning Foundry can also contact OFSTED directly to make a complaint; see contact details in the section below.

### **3.11 Early Years Foundation Stage and Supported Accommodation (16-17yrs)**

Centre 56 and Regenda Homes Young Parents Service have a process in place to record and monitor any complaints made about its services.

A customer of Centre 56 or Regenda Homes Supported Accommodation for 16-17yrs, including parents or guardians, may also make a complaint to OFSTED by contacting them directly:

Organisation	OFSTED (Office for Standards in Education)
Contact Details	26-32 Store Street Manchester M1 2WD  Email: <a href="mailto:enquiries@ofsted.gov.uk">enquiries@ofsted.gov.uk</a>
Telephone Number	0300 123 1231 Monday to Friday, 9am to 5pm
Website	<a href="https://contact.ofsted.gov.uk/online-complaints">https://contact.ofsted.gov.uk/online-complaints</a>
Further Guidance	<a href="https://publishing.service.gov.uk/online-complaints/guide-to-the-supported-accommodation-regulations-including-quality-standards.pdf">Guide to the supported accommodation regulations including quality standards.pdf (publishing.service.gov.uk)</a>

### **3.12 Construction**

M&Y is voluntarily registered with the Considerate Construction Scheme (CCS). This means they agree to follow rules that go above and beyond the basic legal standards to be respectful and responsible when working. If someone from the public isn't happy with how things are being done, they can contact the CCS. The CCS can help by acting as a go-between to sort out the problem fairly.

Organisation	Considerate Construction Scheme
Contact Details	Considerate Constructors Scheme PO Box 75, Ware SG12 0YX  Email: <a href="mailto:enquiries@ccsscheme.org.uk">enquiries@ccsscheme.org.uk</a>
Telephone Number	0800 783 1423



Website	<a href="https://www.ccscheme.org.uk/">https://www.ccscheme.org.uk/</a>
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### 3.13 Building Safety Complaints

We have Principal Accountable Persons (PAPs) and have a dedicated complaints system for handling complaints concerning building safety risks. This system guarantees that any complaints about building safety and PAP performance are managed promptly, transparently, and in full compliance with regulatory requirements.

#### Escalation to the Building Safety Regulator (BSR)

If a customer is dissatisfied with the outcome or handling of their building safety complaint, they are entitled to escalate the matter to the Building Safety Regulator (BSR) for independent review. Information on how to contact the BSR can be found here:

Organisation	Building Safety Regulator
Telephone Number	0300 790 6787
Website	<a href="https://www.gov.uk/contact-the-building-safety-regulator">Contact the Building Safety Regulator - GOV.UK</a>

### 3.14 Compensation

Regenda's main aim is to fix problems and learn from them – not to give compensation unless it is really needed. But if something has gone wrong, we might offer:

- A payment
- A discount or refund
- A small gesture to say sorry

We have a separate Discretionary Compensation Policy that explains how we decide this. If you want to see it, just ask and we'll send you a copy.

### 3.15 Unreasonable and resource intensive customer behaviour

We know that people can feel frustrated when things go wrong. We always look at the complaint itself, not just how someone behaves when making it.

We understand that:

- People might be going through tough times.
- Sometimes people act differently when they're stressed or upset.
- Being firm or confident doesn't mean someone is behaving badly.

But if someone's behaviour becomes too demanding or unreasonable, we have a special policy called Managing Unreasonable Customer Behaviour.

This helps us manage complaints that take up a lot of time or affect staff unfairly.

### 3.16 Group Principles 'Making it Right'



Regenda wants to get things right the first time. But if something goes wrong, we'll take responsibility and work to fix it.

Here's what you can expect from us:

- We welcome all feedback, good or bad, and take it seriously.
- If we can't fix a problem straight away, we'll move it to the next step and explain what happens next.
- We'll be friendly, fair and helpful at every stage.
- You won't be treated unfairly for making a complaint.
- We make it easy for you to tell us what you think, and we use your feedback to learn and improve.
- We'll support you through the complaints process in a way that works best for you.
- We'll act quickly to fix problems and aim to sort things out at the first time resolution stage.
- The person handling your complaint will be fair and have the power to make things right.
- We'll usually call you first, unless you've asked us to contact you another way.
- We'll keep you updated and respond within the agreed timeframes, quality and speed both matter.
- We'll keep clear records and explain the decisions we make.
- If you need extra support, we'll take that into account and make sure your complaint is handled with care.
- We'll have clear standards and simple steps so you know what to expect.
- We'll involve customers in reviewing how we handle complaints to make sure it works for everyone.
- After your complaint is looked at, we'll ask how happy you were with how we handled it, and with the solution we gave.
- We keep track of all feedback, complaints, compliments and comments – and use it to make our services better.
- If there are still things we need to do after your complaint is closed, we'll agree a plan with you and keep in touch until everything is sorted.

## 4. Access and Communication

Regenda wants to make sure everyone can use our services.

If something makes it hard for someone to get help or give feedback, we'll find another way to support them.

We will:

- Share our complaints policy on our website so it's easy to find.
- Also publish a self-assessment/review against the Housing Ombudsman's rules, so customers can see how we're doing.

## 5. Associated documents

### 5.1. Associated legislation, regulation, and guidance

#### Associated legislation, regulation, external standards and guidance



Regulator of Social Housing - Consumer Standard - Social Housing (Regulation) Act 2023
Housing Ombudsman Code of Practice 2024
Equality Act 2010
Localism Act 2011
Children Act 1989
Institute of Customer Service
Education Skills Funding Agency
Housing Act 1996 (Schedule 2)
General Data Protection Act 2018
The Property Ombudsman
Considerate Construction Scheme
Financial Ombudsman
Financial Conduct Authority
OFSTED

## 5.2. Associated Regenda Homes/Group documents / guidance

Associated Regenda Homes / Group documents / guidance
Customer Centric Strategy
Unreasonable Customer Behaviour Policy
Discretionary Compensation Policy
Dealing With Customer Feedback Guidance Note
Safeguarding Adults Policy
Safeguarding Children Policy
ED&I Strategy

## 6. Equality, diversity, and inclusion

Regenda promises to treat everyone fairly.

No one will be treated differently because of things like:

- Age
- Disability
- Gender
- Race
- Religion
- Pregnancy or being a parent
- Who they're married to
- Who they love

We want everyone to have the same chance to use our services. If someone needs extra help, like getting information in a different format – we'll do our best to make that happen.

Some people may need services that are specially adapted to suit their needs. We'll change how we work when needed to support them personally.

All Regenda staff are trained to treat people equally and with respect.

This policy follows Regenda's wider approach to make sure everyone feels included.



## 7. Data Protection

Regenda takes care to protect your personal information.

We think about privacy from the very start of any work that uses your data, and we keep it safe all the way through.

Sometimes we may share your information – but only if:

- It's allowed by law.
- It's needed to keep someone safe from harm.

If you want to know more, you can read our Privacy Statement on our website. Staff can also access guidance on The Club (intranet) or speak to the Governance Team.

## 8. Monitoring and reporting

Regenda uses complaints to learn and improve.

We look at what went wrong and use that information to make services better for everyone.

Here's what we do:

- We compare how we're doing with other organisations.
- Each part of Regenda keeps track of complaints and reports them every month to their management team.
- We keep clear records and share reporting showing what we've learned and how we're improving.
- We don't just look at one complaint – we look for patterns to help us fix bigger problems.
- Our Customer Voice Manager and Director of Innovation and Brand look for serious issues or risks and suggest changes to policies if needed.
- Every year, we publish how many complaints we've had, what they were about, and what happened.
- Regenda Homes and Redwing check themselves against the Housing Ombudsman Service's rules every year and share the results online and in their annual report.
- A dedicated Board member is in charge of making sure complaints are handled well and reports back to the Board.
- We also report to the Regulator of Social Housing about how satisfied tenants are with our services.
- If the Housing Ombudsman makes a decision about a complaint, we track it and make sure any actions are completed on time.
- We ask some customers to fill in a survey after their complaint is closed to see how happy they were with how it was handled.
- All complaints – at every stage – are monitored by Regenda's Customer Voice Manager.

### Risk Management

The following risks have been identified if this policy is not followed correctly

Reference	Name
RG SR01.3	Failure to Comply with the Consumer Standards
TLF OR01	Failure to comply with OFSTED regulatory requirements
C56 OR2.1	Failure to comply with OFSTED regulatory requirements
RW OR01	Failure to comply with regulation and legislation



RW OR4	Failure to manage customer complaints effectively
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## 9. Amendment log

Change	Made by	Authorised by	Effective date
Minor amendments to policy made to bring it in line with the Housing Ombudsman Code of Practice 2024 <ul style="list-style-type: none"> <li>Timescale to bring a complaint is now 12 months</li> <li>Review of refused complaints where the HOS orders investigation</li> <li>Review each case on its individual merits and not use a blanket approach for refusal</li> </ul>	Denise Allen	Executive Team	April 2024
Section: 3.10 - Amended to include requirements for 16-17yrs Supported Accommodation	Denise Allen	Director of Innovation and Brand	September 2024
Section 8. - Amended following Internal Audit to clarify the process for learning from complaints and undertaking root cause analysis	Denise Allen	Director of Innovation and Brand	September 2024
Addition of information on how to contact the First Tier Tribunal if a customer is unhappy with the levels of service charge for their property. <i>(following request from HOS to ensure we appropriately sign-post residents to FTT)</i>	Denise Allen	Director of Innovation and Brand (Requirement to sign-post residents to FTT was reported to Board/ET as part of HOS case finding)	April 2025
Revised wording to make it Plain English and include an exec summary at the start (following feedback from customers)	Lizzie O'Neill	Head of Marcomms	August 2025
Added in information on Building Safety and how to escalate to the Building Safety Regulator	Denise Allen	ET	November 2025
Amended the complaint handling timescales to align with the Housing Ombudsman Service Code (following Feedback from Customers)	Denise Allen	ET	November 2025



Amended acknowledgement information at stage 1 and 2 for clarity	Denise Allen	Nina Peters	January 2026
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