

Reliance Complaints Flow Chart

Initial complaint received from the Customer – take as many details as possible including outcome sought. Log on system.

Early resolution – one chance to fix the problem
Acknowledge something has gone wrong and apologise. Offer an immediate solution there and then.

Complaint resolved? **Yes.** Update system and write to customer to confirm actions taken and log any lessons

No

Formal investigation - Stage 1. Reliance Complaints Officer to formally acknowledge the complaint in writing within 2 working days to the complainant and outline the complaints process and timescales.

Complaints Officer to investigate complaint with relevant colleagues and within 10 working days' write and confirm to the complainant:
the complaint stage, outcome of the complaint including the reasons for the decisions made and the details of any remedy offered to put things right. Remember to include details of any outstanding actions.
Detail how to escalate the matter if dissatisfied.

Complaint resolved? **Yes.** Update system and log any lessons learnt. Share with staff.

No

Formal Review - Stage 2. Senior Manager to carry out review of the complaint, the initial findings and outcome. Within 20 working days' write to the complainant and confirm the following:
the complaint stage, outcome of the complaint including the reasons for the decisions made and the details of any remedy offered to put things right. Remember to include details of any outstanding actions.
Detail how to escalate the matter to the Housing Ombudsman if dissatisfied.

Complaint resolved? **Yes.** Update system and log any lessons learnt. Share with staff.

No Complainant advised to contact the Ombudsman.