

Business: Different Touch Ltd

Approved By: Director, Shelton  
Graham

Version: 1.2

Effective Date: 01 April 2026

Review Date: 01 April 2027



# Complaints

– Different Touch Ltd

We are committed to delivering a high-quality service. If something goes wrong, we want to hear from you so we can put it right.

## How to Make a Complaint

You can contact us via:

- Email: [complaints@different-touch.co.uk](mailto:complaints@different-touch.co.uk)
- Phone: 0203 916 6535

Please include your name, contact details, property address (if applicable), and details of your complaint.

### **Stage 1** - Investigation

- Acknowledgement of complaint within 2 working days
- Full response within 10 working days

### **Stage 2** - Review (if not satisfied)

- Request a review within 10 working days
- Final response within 10–15 working days

## Our Commitment

We will:

- Treat your complaint fairly and respectfully
- Keep you informed throughout
- Take action where needed

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### **If You're Still Not Happy**

You can escalate your complaint to:

- Your local authority or housing provider
- The Housing Ombudsman Service
- The Information Commissioner's Office (for data concerns)

### **Accessibility**

We can provide support, translations, or allow someone to act on your behalf if needed.

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## FULL COMPLAINTS POLICY (STAFF USE – INTERNAL DOCUMENT)

### 1. Purpose

To ensure complaints are handled consistently, fairly, and efficiently, supporting continuous service improvement and compliance with regulatory expectations.

### 2. Scope

Applies to all:

- Employees
- Contractors
- Services

### 3. Definition of a Complaint

Any expression of dissatisfaction, whether verbal or written, about:

- Service delivery
- Delays or failure to act
- Staff conduct
- Property condition or safety
- Communication

### 4. Roles & Responsibilities

- All Staff: Record and report complaints immediately
- Managers: Investigate and respond
- Directors: Oversee escalations and ensure compliance

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## 5. Complaints Handling Process

### Stage 1 - Investigation

- Log complaint in complaints tracker (include property reference/UPRN where applicable)
- Acknowledge within 2 working days
- Investigate (review records, speak to staff/contractors, gather evidence)
- Provide written response within 10 working days

### Stage 2 - Escalation

- Escalation request within 10 working days
- Independent review by senior manager/director
- Final response within 10–15 working days

## 6. Complaint Recording

All complaints must include:

- Date received
- Complainant details
- Property address
- Category (e.g. repairs, access, staff conduct)
- Actions taken
- Outcome

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## 7. Outcomes & Remedies

- Apology and explanation
- Corrective works
- Process improvement actions
- Staff training or performance management

## 8. Learning & Continuous Improvement

- Monthly complaint reviews
- Trend analysis
- Reporting to senior management
- Integration into service improvement plans

## 9. Safeguarding & Risk

Where complaints raise:

- Vulnerability concerns
- Health & safety risks

We use complaints to improve our services and deliver better outcomes for all customers and residents.

**Shelton Graham**  
Director

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