



Complaints Policy and Procedure – Stage 1

Clapton Park Management Organisation (CPMO) is committed to providing a high quality service to all of its residents and to treating everyone who comes into contact with the organisation in a fair and reasonable manner.

The TMO acknowledges that mistakes can be made and that TMO members or other persons may on occasion have cause for complaint. It is the TMO's policy that anyone should be able to register a complaint to the TMO 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. Any resident, who feels that CPMO has not provided them with a high quality service, or has not treated them fairly, has the right to instigate or initiate its complaints procedure.

Note that this is **stage 1** of a **three part process** – with **stage 2** being a referral to the Council. In the event that you remain dissatisfied with stage 2's outcome, you may choose to make a further referral to the Ombudsman at **stage 3**.

The Procedure at Stage 1

Step 1: Should you wish to complain about the service provided by CPMO, you may do so in one of a number of ways which include:

- In-person by visiting us at the housing office to register your complaint.
- In writing to us at 4a Gilpin Square, London E5 0HA
- By email - cpmo@hackney.gov.uk or
- By completing the Complaints, Compliments & Feedback form and returning this to us by email or in-person.

Complaints about a member of the CPMO's management team will be investigated by the Head of Operations. Where a complaint is about the Head of Operations, this should be addressed and clearly marked for the attention of the TMO's Secretary who will lead an investigation.

Step 2: Your complaint will be acknowledged within 5 working days by us (either in writing or by telephone) alongside our deadline to provide you with a response.

Step 3: We will investigate and aim to resolve your complaint within 10 working days. The investigation may include interviews and other evidence (such as police, medical, environmental or health records, surveyor reports, referrals to/from the local authority) in order to reach a fair decision on the complaint.

The response letter within 10 working days will include details of what actions (if any) have been carried out.



Clapton Park
Management Organisation
"The Poppy Estate"

Clapton Park Neighbourhood Office, 4a Gilpin Road, London E5 0HL
Telephone: 0808 175 7275 / 020 8356 6300
E-mail: CPMOenquiries@hackney.gov.uk

Step 4: The TMO aims to resolve most issues brought to its attention by residents. In the unfortunate circumstance that you remain dissatisfied with the outcome of the TMO's investigation, you have an opportunity to escalate your complaint to **stage 2** of the complaint process. You may do so by writing to:

Hackney Council
Business Analysis and Complaints Team
Town Hall
Mare Street
London
E8 1EA

Or email complaints@hackney.gov.uk

It will assist us in our review if you could detail which aspects of this response you are unhappy with.