Complaints, Claims, Compliments and Feedback Procedure

April 2018
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<tr>
<th><strong>Company</strong></th>
<th>Thirteen</th>
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<tr>
<td><strong>Lead Manager</strong></td>
<td>Janice McNay</td>
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<tr>
<td><strong>Date of final draft and version number</strong></td>
<td>April 2018</td>
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<tr>
<td><strong>Review Date</strong></td>
<td>December 2019</td>
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<tr>
<td><strong>Officer responsible for review</strong></td>
<td>Janice McNay</td>
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1. INTRODUCTION

1.1 Thirteen welcomes complaints, claims compliments and feedback from customers as they provide useful information which helps us to improve our services and culture.

1.2 Effective complaints and claims management provides a powerful tool to measure performance and to show Thirteen’s commitment to providing excellent customer services. It also ensures that feedback whether negative or positive is used to improve service delivery.

2. AIM AND GENERAL PRINCIPLES

2.1 This procedure applies to services that are provided by Thirteen or anyone providing services on behalf of Thirteen.

2.2 If a matter is raised that is not covered by the procedure, the reasons for this will be explained and guidance will be provided on alternative options.

The procedure will:

- Be reviewed every 3 years to ensure it meets Thirteen’s objectives and satisfies customers’ needs;
- Be easy to access and widely advertised;
- Ensure that service users are advised of the:
  - Standard of service they should expect;
  - Appropriate time-scales for complaint and claim handling;
  - Receive an apology when the services we have provided have not met with the agreed standards;
  - Where a complaint or claim has been received, that a final decision is provided and that information is provided on who to contact should the person feel that their complaint or claim has not been resolved; and
- Process if they are not happy with the outcome of their complaint or claim;
- Ensure that complaints and claims are dealt with promptly, efficiently, and courteously;
- Ensure that complaints and claims are recorded, monitored and reported appropriately;
- Ensure that information received from feedback is used to manage performance and develop service improvements.

Thirteen will:

- Ensure staff are appropriately trained on the objectives and use of policies and procedures;
- Ensure procedures are easy for customers to access and understand, that information is treated as confidential;
- Provide staff with achievable time-frames, with the aim of providing an early resolution where a complaint or claim has been made;
- Ensure feedback is given to customers to let them know what we have learned and what has been changed as a result;
- Ensure that employees are sensitive to the needs of customers and that they deal with feedback promptly, and where feedback is from a complaint or claim that they deal with this in a positive manner.
3. PROCEDURE CONTENTS

3.1 Complaints / Enquiries / Requests for Service

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| "A complaint is an expression of dissatisfaction, however made, about the standard of service, action or lack of action by the Company or its staff affecting an individual customer or group of customers."

**Enquiry / Request for Service**
A routine enquiry or request will be dealt with as such and will not go through the complaints process.

**Own It, Fix It**
If we have failed to deliver a service, we will attempt to ‘Own It and Fix It’ at first point of contact. These cases should also be logged and when closing the case on Orchard you should click the ‘completed myself’ button.

**Escalation (Contact Team)**
If a customer contacts Thirteen 3 times or more about the same matter (because we have not acted as agreed or at all) or the customer is very unhappy, the call will be escalated to the relevant team leader or line manager.

3.1.1 Complaints from customers, regardless of how they are received, will be logged on the Feedback Manager system by whoever receives the complaint.

3.1.2 If a complaint is received by a third party on behalf of a customer, the third party must have a Third Party Authority form completed by the customer before we can correspond with them.

**Initial Review**
3.1.3 The person taking the complaint should always try and resolve the matter at first point of contact. If this is not possible, the complaint is allocated to the Customer Relations Team for investigation.

3.1.4 On receipt of the complaint the customer will be advised either verbally or by letter of the timescale of the complaints procedure and who the complaint has been referred to for investigation.

3.1.5 Following receipt of the complaint, the Customer Relations Team will carry out a full investigation to decide on any action required and ensure this is carried out. The team will provide a response to the customer within 5 working days.

3.1.6 If the complaint cannot be fully investigated and responded to within this timescale the Customer Relations Team will inform the customer, through their preferred method of communication, of the reason for the delay and when they will be able to provide a response.

3.1.7 The decision letter will include;
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- an acknowledgement of the nature of the complaint;
- the investigation actions taken;
- the decision reached and why, including an apology where we have found that we have not done something;
- the steps planned or already taken to resolve the complaint if we have done something wrong;
- timescales involved where actions are yet to be carried out;
- what action should be taken if the complainant feels the complaint is still not resolved.

Senior Manager Review

3.1.8 If the complainant feels that the complaint has not been resolved it will be referred to the Customer Relations Team for a Senior Manager Review.

3.1.9 On receipt of the request for review the reason for the request will be established and logged on the Feedback Manager system.

3.1.10 If a complaint is received by a third party on behalf of a customer, the customer must be contacted and a Third Party Authority form completed by the customer before we can correspond with them.

3.1.11 The review request will be passed to the Customer Relations Team Leader (CRTL) who will liaise with the service manager to review the decision reached and carry out any further investigations required.

3.1.11 Receipt of the complaint review request will be acknowledged either verbally or by letter, detailing the timescale of the review and who the complaint has been referred to.

3.1.12 The CRTL will respond in writing to the complaint within 10 working days.

3.1.13 If the complaint cannot be fully investigated and responded to within this timescale, the CRTL will inform the customer, through their preferred method of communication, of the reason for the delay and when they will be able to provide a response.

3.1.14 The Customer Relations Team Leader will:

- review the actions and investigation findings from the Initial Review;
- review the decision made by the Customer Relations Team;
- decide whether or not the original decision was correct and note the reasons for the decision;
- decide what further actions, if necessary, are to be taken to resolve the matter if the review overturns the decision.

3.1.15 The review will be responded to fully in writing and the letter will include:

- acknowledgement of the reason for the review request;
- the findings of the review;
- whether the original decision has been found to be correct or not;
- if the decision has been overturned the steps taken or planned to be taken to resolve the complaint, including timescales where actions are yet to be carried out;
- a fact sheet detailing what action should be taken if the complainant feels the complaint is still not resolved.

**Designated Person**

3.1.16 If, after exhausting the complaints procedure, the complainant feels the complaint has still not been resolved, they may choose to refer the complaint to a Designated Person (DP). A DP can be a Member of Parliament, a local councillor, or a recognised tenant panel.

3.1.17 The DP will review the complaint and either work with the landlord to resolve the matter, or refer the complaint to the Housing Ombudsman. Alternatively, the complaint can be referred direct to the Housing Ombudsman eight weeks after the complaint procedure has been completed.

**Ombudsman Complaints**

3.1.18 If a complaint is received from the Ombudsman, this should be directed to the Customer Relations Team to be logged on the Feedback Manager system and a response coordinated.

**Commissioned Service Complaints**

3.1.19 If, after exhausting the complaints procedure, customers of services carried out by Thirteen contracted by third parties feel the complaint has still not been resolved, they may choose to refer the complaint to the commissioning body.

**MP Complaints**

3.1.20 If a complaint is received from an MP or Councillor, they should be directed straight to the Customer Relations Team. The team are then responsible for logging the complaint on the Feedback Manager system, conducting the investigation and coordinating the response.

### 3.2 Claims

**DEFINITION**

“A claim is a request for compensation based on a belief there has been negligence, and as a direct result an individual has suffered damage to their property, or suffered a personal injury”

3.2.1 Claims fall into two broad categories; represented claims, those dealt with by a solicitor on behalf of the customer, and non-represented claims, those submitted directly by the customer.

3.2.2 Represented claims are dealt with within a legal framework, and as such sit outside these procedures. Details of the procedures in relation to such claims should be explained by the customer’s solicitors as part of their service.
3.2.3 Non-represented claims will be dealt with in line with the following procedure:

3.2.4 Thirteen will accept notification of a claim by telephone, in writing, by e-mail or in person and will provide advice as to the necessary information and/or evidence required to allow investigation of the claim, and for ease, provide a claim form to assist the customer in fully explaining their claim.

3.2.5 On receipt of the required information an acknowledgment will be sent within one working day. The claim will be logged on Feedback Manager and then Thirteen requires 15 working days to fully investigate the allegations.

3.2.6 The investigation may include some, or all of the following activities;

- A review of all records held by Thirteen in relation to the allegation.
- Collation of interviews and written reports from staff involved in the incident resulting in a claim.
- Request for further information from the customer including receipts, statements, photographs, and any other evidence that may be relevant.
- An inspection of the damaged items to determine the most appropriate value, and if liability is agreed, remedial action.
- Negotiate arrangements to mitigate damage including professional cleaning or temporary repairs.
- Valuation of the damaged items by means of research and appropriate depreciation methods.

3.2.7 If the claim cannot be fully investigated and responded to within the timescale, the Customer Relations Team will inform the customer, through their preferred method of communication, explaining the reason for the delay and when they will be able to provide a response.

3.2.8 Provide a decision in writing (including e-mail if preferred) that will include;

- An acknowledgment of the claim made including the alleged cause/liability
- The actions taken as part of the investigation
- The decision reached in regards to liability, and why
- The valuation of the claim if liability is accepted
- Consideration of a compensation payment (other than a liability based settlement) in line with Thirteen’s Compensation Policy
- Timescales involved where further remedial work is necessary
- What action should be taken if the customer/claimant feels the claim has not been appropriately resolved.

**Review of a claim**

3.2.9 If the customer/claimant feels the claim has not fully considered the facts, that the information has been misunderstood or they have further relevant information, they may seek a review which will be completed by a senior member of staff within the Team/Directorate.

3.2.10 A request for a review will be acknowledged within one working day, confirming if the review criteria has been met. Dissatisfaction with the outcome is not sufficient to warrant a review, and in the event that the review criteria is not met, the request
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will be treated as a complaint. In either event a written response will be provided within ten working days.

3.2.11 On receipt of the review or complaint outcome, the customer will be given;

- details of the matters reviewed and the findings
- a definitive decision as to the earlier outcome
- advice on what they can do if they remain dissatisfied

3.2.12 For the purposes of seeking an external opinion on the management of the claim, the initial claim will be considered akin to a stage one complaint and any subsequent review of complaint will be considered akin to a stage two complaint.

3.3 Compliments

3.3.1 Whilst complaints received from our customers are always welcomed as they allow us to take appropriate action and improve our services, compliments are equally important as they confirm the quality of our services and employees and let us know what we are doing right.

**DEFINITION**

*An expression of thanks or appreciation with an individual or team for a job well done. The standard of service provided would, however much appreciated, be an expected part of the individual or teams normal duties and responsibilities.”*

3.3.2 A compliment can be received through a number of different channels including:

- Letter or thank you card
- Telephone call or email
- Via the online form on the website or self service portal
- Verbal feedback

3.3.3 Employees can make a compliment about a colleague, but they can also be made by tenants, customers, councillors or anyone who has received a service from the Group.

**What to do if a compliment is received**

3.3.4 Compliments received from customers, regardless of how they are received, will be logged on the compliments section of the Feedback Manager system by whoever is taking the compliment.

3.3.5 The compliment will then be referred to the relevant service manager who will pass on to the individual/team for which the compliment is received.
3.4 Feedback

**DEFINITION**

*A remark, however made, about the standard of service, action or lack of action by an organisation affecting an individual customer or group of customers*

3.4.1 Comments and feedback can be received in a number of different ways and can be captured by all members of staff, for example:

- At events
- Forums
- Via email
- Website or self service portal
- Face to face
- Surveys
- Questionnaires

3.4.2 Comments/feedback received from customers, regardless of how they are received, will be logged on the suggestions section of the Feedback Manager system by whoever has received the feedback/comment.

3.4.3 The comments/feedback will be allocated to the Customer Relations Team who will compile and analyse to identify service improvements.

3.4.4 The Customer Relations Team will include information on feedback or comments received and any actions taken as a result in the quarterly performance reports.

**Avoidable Contact**

3.3.5 There are instances where a complaint is not made but could result in dissatisfaction of the service, known as avoidable contacts.

3.3.6 This data will also be collected to determine the demands on the service and through using trend analysis will be used to inform service improvements and to address emerging issues.

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Dear xxxxxxx

Re: Complaint regarding xxxxxxx

Thank you for your complaint received on (enter date received).

The main points of the complaint appear to be:

- xxxxx
- xxxxx
- xxxxx

The matter has been referred to (The Customer Relations Team member), who will look into the issues you have raised.

We aim to respond within five working days, however if for any reason we are unable to, we will contact you to explain the reason(s) why and provide you with an expected completion date.

In the meantime if you have any further information you wish to provide please contact us on 0300 111 1000.

Yours sincerely

Sender's Name
Sender's Job Title
Dear xxxxxxxx

Re: Complaint

I am writing to inform you that we have received a complaint from (enter name) made on your behalf.

I would be grateful if you could confirm whether this person has permission to make a complaint on your behalf, and whether you are happy for us to deal with this person regarding any investigations and responses.

You can do this by completing and returning the enclosed authorisation. A pre-paid envelope is provided for you if you decide to return the form.

If we do not receive confirmation within 10 working days it will be assumed that the person is not authorised to deal with the complaint and that you do not wish the matter to be investigated.

If you have any queries about this letter please contact us on 0300 111 1000.

Yours sincerely

Sender’s Name
Sender’s Job Title
Complaints
Third Party Authorisation Form

<table>
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<tr>
<th>Date complaint received:</th>
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<tbody>
<tr>
<td>Name of person making the complaint:</td>
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<td>Details of the complaint:</td>
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Please read the statements below and place a tick in the relevant box.

**I do wish** for this complaint to proceed, therefore please accept my authorisation to proceed with investigations. I have given permission for details of the investigations and outcome of the complaint to be shared with the above person.

*(Please note: Once authorisation has been received the investigation will commence. We aim to respond to this complaint within five working days).*

**I do not wish** for this complaint to proceed, therefore authorisation is not given.

*(Please note: If you tick this box, the investigation will not proceed and will be closed with no further action taken)*.

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<th>Your Name:</th>
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<td>Your Address:</td>
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<td>Contact Details:</td>
<td></td>
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<tr>
<td>Email Address:</td>
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</table>

Signature:

Date:
Dear xxxxxxxx

Re: Complaint regarding xxxxxxxx

Following your recent complaint regarding the above, I would like to inform you that I have been nominated as the officer responsible for looking into this complaint.

I have started investigating your complaint but it is unlikely I will be in a position to respond within the Group’s target of five working days. The reason for the delay is xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

I hope to have a final response to you by (insert estimated completion date), however I will keep you updated with any progress made.

I apologise for the delay and hope this is not of too much inconvenience to you.

Yours sincerely

Sender's Name
Sender's Job Title
Dear xxxxxxx

Re: Complaint regarding xxxxxxxx

Thank you for your complaint which was referred to me for investigation.

(State what you recognise as the complaint e.g. joiner didn’t do a quality job and door fell off its hinges).

I would advise you that I have (say what you have done to investigate the complaint e.g. discussed with joiner etc.) and found:

- Bullet points actions taken
- 

Due to the findings above, on this occasion I (state decision reached whether you have found that we have done something wrong. If you have, bullet point the actions to be taken and dates including any actions to improve services. If you have found nothing wrong state this and the reason why).

If you feel that the issues you have raised in your complaint have not been resolved you can request a review of my decision. Please include details as to why you feel the matter is unresolved, and the provision of any additional information relevant to the matter.

If you have any questions about this letter or would like some clarification on any part of our complaints process, please contact the Customer Relations Team on 0300 111 1000.

Yours sincerely

Sender's Name
Sender's Job Title
Dear xxxxxxx

Re: Complaint regarding xxxxxxx

In response to your complaint regarding the above, I have made a number of attempts to contact you to discuss your concerns, but there has been no response from yourself.

If you would like to continue with this complaint please contact me on the details above as soon as possible.

If you do not contact me within 7 working days it will be assumed that you no longer wish to proceed with the matter. The information you have provided will be held on file and no further action taken.

Yours sincerely

Sender’s Name
Sender’s Job Title
Dear xxxxxxxx

Re: Complaint regarding xxxxxxxx

Thank you for your request for a review of the decision made by (add name and job title) in relation to your complaint.

The matter has been referred to (state name and job title) who will review the original decision made and carry out any further investigation that may be required.

We aim to provide a full written response within 10 working days, however if we are unable to do this we will contact you to advise of the reason why and provide you with a further response time.

Yours sincerely

Sender’s Name
Sender’s Job Title
Dear xxxxxxx

Re: Complaint Review

Thank you for your request for a review of the decision made on your complaint which has been passed to me to review and investigate.

It is unlikely I will be in the position to respond within the Group’s target of 10 working days. The reason for the delay is
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

I hope to have a final response to you by (insert estimated completion date), however I will keep you updated with any progress made.

I apologise for the delay and hope this is not of too much inconvenience to you.

Yours sincerely

Sender's Name
Sender's Job Title
Dear xxxxxxxx

Re: Complaint Review regarding xxxxxxxx

Further to your request for a review of the complaint decision made by (add name), I would like to advise you that I have now completed my review and the investigations required.

I have found that (explain the findings, the decision reached and the reasons for this).

I am satisfied that your complaint has been thoroughly investigated and on this occasion I inform you that I am unable to find any new evidence to change the original outcome of this complaint, for the reasons shown above.

Or

I am satisfied that your complaint has been fully investigated, however on reviewing the matter I feel that the original decision was incorrect and as a result I have:

- Bullet point actions and timescales including any lessons learnt.

If you feel that the issues you have raised in your complaint have not been resolved you can xxxxxxxx.

Yours sincerely

Sender’s Name
Sender’s Job Title
Dear xxxxxxx

Re: Complaint regarding xxxxxxx

Further to the investigation into your complaint regarding the above, and your request for compensation to be paid, I can now advise that I am happy to offer you £xxx in line with our Compensation policy.

Please note that this is offered as full and final settlement of the complaint and if accepted, no further action will be taken.

If you do not wish to accept this offer you can contact a ‘Designated Person’ or after eight weeks, contact the Housing Ombudsman direct.

Yours sincerely

Sender’s Name
Sender’s Job Title
Complaint – Next Step

If, after the 2 stages of the complaints procedure have been completed, you are still not satisfied that your complaint has been responded to, the next step is to contact a Designated Person or the Housing Ombudsman. If the complaint relates to a service provided by Thirteen on behalf of another organisation the next step is to contact the Commissioner.

What is a designated person?

The Localism Act 2011 provides that tenants of housing associations, local authorities, and ALMO’s will be able to ask for their complaints to be considered by a ‘designated person’ when their landlord’s internal complaints procedure is finished.

Who can be a designated person?

A designated person can be an MP, a local Councillor, or a Tenant Panel. Landlords are not required to set up tenant panels but they are expected to support their formation and activities if their tenants want them. To be effective the tenant panel must be ‘recognised’ by the landlord.

What does the designated person do?

A designated person will help resolve the complaint in one of two ways, consider the details of the complaint and the landlord’s decision or they can refer the complaint straight to the Ombudsman. If they decline to do either or the complaint is still not resolved following the review by the designated person(s), the tenant can contact the Ombudsman direct.

What is a Commissioner?

A Commissioner is an organisation who sub-contracts Thirteen to deliver services on their behalf. If, following the two internal stages, a complaint is referred to them they will review the complaint to ensure that Thirteen have provided the service expected of them in the contract.

The Housing Ombudsman and designated persons

Early and local resolution is the best possible outcome to a complaint. The Ombudsman will encourage positive relationships between landlords and tenants and the designated persons to achieve this.

Although they can advise designated persons on good practice, the Ombudsman has no jurisdiction over designated persons and has no authority to regulate or produce guidance for their selection, activity or conduct.

Housing Ombudsman

The Housing Ombudsman Service is set up by law to look at complaints about the housing organisations that are registered with them. The service is free, independent and impartial.
They resolve disputes involving the tenants and leaseholders of social landlords and voluntary members (private landlords and letting agents), where the organisation’s own complaint process has been exhausted or is unresolved.

The Housing Ombudsman can be contacted using the details below:

Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN

Telephone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

There is also an online complaint form which can be completed at www.housing-ombudsman.org.uk.
Appendix L – Claim letter, form, and 3rd party form

Customer name
Address 1
Address 2
Address 3
Post code

Date

Dear

We have been advised that you wish to make a claim.

Please find enclosed an incident report form. ALL sections must be completed before we can investigate your claim. Please note the following advice:

- Please retain any damaged goods as we may ask to inspect them.
- Confirm their age, value and replacement cost by production of estimates and receipts.
- If you have pictures of the damage, please provide us copies, or email them customer.relations@thirteengroup.co.uk
- We may contact you and ask to visit to evaluate the cause and the extent of the damage.

Please follow this advice so that your claim is not affected.

Also enclosed, is a 3rd party authorisation form. Should you be acting and submitting this claim on behalf of someone else, we must obtain authorisation from them before any investigation begins. If this is the case, please ensure the authorisation form is signed by the tenancy holder, or main claimant, and return this to us with the completed incident form. We will not progress with the claim unless authorisation has been obtained.

Please return the forms in the pre-paid envelope, along with any receipts, estimates, and photos. We will send these items back to you when we have completed our investigation.

When we have received your completed form, we will acknowledge receipt of the claim within two working days and begin our investigation.

Yours sincerely,

Officer name
Job title
INCIDENT REPORT FORM

By providing you with this form, it does not imply that we are admitting liability for any loss or damage, or that we will make a payment to you. Completing this form and sending it back to us will allow us to investigate your claim.

When we have received your claim form, we will acknowledge it within two days. We aim to complete the investigation within 15 working days and will let you know the outcome in writing. Our methods of investigation vary and may not necessarily require a visit to your home.

When you submit a claim against us, you are claiming against our Public Liability Insurance. Please note that this is not a ‘new for old’ policy. If we are liable, we will compensate you to put your property back to how it was in before the incident. We will take the age and condition of items into account.

If you do not have home contents insurance, claiming against Thirteen is not a back up. We are only liable where it can be proved that we have been negligent, and this negligence has caused the damage you are claiming for.

Thirteen protect the public money invested in it, and take precautions to prevent and detect fraud. As part of this, we may share information with other organisations. If you provide false or misleading information, we will take action to recover our costs and will consider legal action.

Receipts for damaged goods are not essential at this stage, although by providing them it may speed up the resolution of your claim. We advise that you DO NOT dispose of damaged goods, as this will affect your claim.

When completed this form should be returned to:

Customer Relations Team,
Northshore,
North Shore Road,
Stockton on Tees,
TS18 2NB
Tel: 0300 111 1000
Email: customer.relations@thirteengroup.co.uk
Your details

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<tr>
<th>Mobile</th>
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<tbody>
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</table>

<table>
<thead>
<tr>
<th>Email</th>
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<tbody>
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</table>

<table>
<thead>
<tr>
<th>Preferred method of contact</th>
<th></th>
</tr>
</thead>
<tbody>
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<td></td>
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</tr>
</tbody>
</table>

Please list any loss or damage caused to the property and your belongings

<table>
<thead>
<tr>
<th>Description of item</th>
<th>Age of item</th>
<th>Cost of item</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Total value of claim</th>
<th>£</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Have you included receipts?</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If the claim is a result of a repair, was the repair reported to us prior to the incident?</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Do you have home contents or any other insurance that will cover this incident?</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Tell us the details of what happened, and why you think your landlord is responsible.

Please provide photographic evidence if available. You can email these to customer.relations@thirteengroup.co.uk. Please make sure you tell us your address on the email.
| What was the date and time of the incident? | DD/MM/YY 00:00 am/pm |

Please turn over and complete the last page
Checklist

Please use this checklist as guidelines for what you need to do next, to help us deal with your claim as quickly as possible.

☐ Please carefully read and complete all sections of the Incident Report Form.
☐ Ensure you supply up to date contact details, including a telephone number.
☐ State who you have already informed regarding the incident, along with the date you informed them.
☐ List all items for which you are claiming, stating how old each item was and the cost.
☐ Where possible, include proof of purchase. If this is not available, please supply an estimate to renew the item.
☐ For example, for damaged flooring provide an estimate from a reputable flooring supplier. This estimate must include how many square meters are required and the cost per square meter.
☐ Any estimates must be on a like for like basis.
☐ All reasonable efforts to repair items should be made, please provide any receipts or items that have been repaired.
☐ You should make reasonable attempts to salvage water damaged items by means of laundering or professional cleaning.
☐ We do not advise that water damaged carpets are lifted, but are cleaned and dried using appropriate equipment and methods.
☐ We may ask to inspect damaged items, if you dispose of damaged items before we have assessed them, you may compromise your claim. We advise that you do not store your damaged goods outside as further damage may affect your claim.
☐ You must give a full and detailed description of what caused the damage and why you believe your landlord is at fault. You should include relevant dates and contact with our staff.
☐ If a sufficient explanation is not given, we may arrange a mutually convenient time for you to attend an interview, or for us to call at your home.
☐ If you require further advice, please contact the Assurance & Risk Team.
☐ Electrical items not in use at the time of the incident should dry out and be useable.

Declaration

I, the claimant, confirm the information given above is true and correct to the best of my knowledge and recollection, I also confirm I have made no other claim against any other organisation or Insurance Company with regard to this claim.

Signature __________________________________________    Date ___________
# Claim
## Third Party Authorisation Form

<table>
<thead>
<tr>
<th>Name of person making the claim on your behalf:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Brief details of the claim:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

Please confirm the statement below by placing a tick in the box.

I **wish** for the above claim to proceed, therefore please accept my authorisation to commence your investigations. I give permission for details of the investigations and outcome of the claim to be shared with the above person.

(Please note: Once authorisation has been received the investigation will commence. We aim to respond to this claim within 15 working days).

<table>
<thead>
<tr>
<th>Your Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Your Address:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Contact Details:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Email Address:</th>
</tr>
</thead>
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<td></td>
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</tbody>
</table>

Signature:

Date:
Appendix M – Claim acknowledgement letter

Customer Name  
Address 1  
Address 2  
Address 3  
Postcode  

Claim ID:  
Customer.relations@thirteengroup.co.uk  
Tel: 0300 111 1000

Dear

Re:

Thank you for your incident report form. This enables us investigate your claim as soon as possible.

Please note:

- Retain any damaged goods as we may ask to inspect them.
- Confirm their age, value and replacement cost by producing estimates and receipts.
- If you have photos of the damage, please provide us copies, or email them to customer.relations@thirteengroup.co.uk.
- We may contact you and ask to visit your home to evaluate the cause and the extent of the damage.
- You will be claiming against our public liability insurance. It is not a new for old policy, and will take into account depreciation in value because of the age of the damaged items and any wear and tear.

Please be aware, if you do not follow this advice, this may affect your claim.

We aim to complete our investigation within 15 working days. If we are unable to respond in full within this timescale, we will contact you to let you know an expected completion date.

In the event that we agree we have a liability in relation to this incident, we would aim to make a payment as quickly as possible.

We have included a BACS form with this letter which will allow us to send any money directly to your bank account rather than send a cheque. If you would like us to arrange payment in this way, please complete the form, and send it back to us in the pre paid envelope.

Yours sincerely,

Officer name  
Job Title

Please be aware that the Thirteen Housing Group takes the issue of fraud very seriously; all reports are vigorously investigated and legal action may be taken against anyone found to be making a fraudulent report.
Customer Name
Address 1
Address 2
Address 3
Postcode

**BACS Authorisation form**

We can pay any possible compensation directly into your bank account. This method is much quicker than paying you by cheque. If you would like us to use BACS, please fill in your details and make sure it has been signed.

Please send this form back to us in the pre-paid envelope provided.

**YOUR ADDRESS:**
(NOT YOUR BANK)

**NAME OF BANK:**
(Please note we cannot pay into Post Office accounts)

**NAME ON ACCOUNT:**

**SORT CODE:**
(6 digits)

**ACCOUNT NUMBER:**
(8 Digits)

**SIGNATURE:**
Appendix N – Letter to prompt action

Customer name
Address 1
Address 2
Address 3
Postcode

Claim ID:
Customer.relations@thirteengroup.co.uk
Tel: 0300 111 1000

Date

Dear xxxxxxxxx

Re:

In regards to your claim for damage caused to your [item/s], I am at a point in my investigation where I would like to visit your home to look at the damage that has been caused. However, I have not been able to contact you.

Please can you contact me on the details below so that I may arrange to visit you. I will close your claim on [date] if I have not heard from you by then, and no further action will be taken.

Yours sincerely

Officer name
Job title
Appendix O – Initial claim holding letter

Customer Name
Address 1
Address 2
Address 3
Postcode

Claim ID:
Customer.relations@thirteengroup.co.uk
Tel: 0300 111 1000

Date

Dear xxxxxxxxx

Re:

Further to the submission of your claim, I am the nominated officer who is investigating this on your behalf.

Whilst my investigation into your claim is underway, I am unable to provide you with a full response within our target of 15 working days.

I aim to have a full and final response to you by XXX, however, I will contact you as soon as a decision has been made.

Thank you for your patience in this matter, and my apologies for any inconvenience this has caused.

Yours sincerely,

Officer name
Job title
Appendix P – Denying liability letter

Customer name
Address 1
Address 2
Address 3
Postcode

Claim ID: Customer.relations@thirteengroup.co.uk
Tel: 0300 111 1000

Date
Dear
Re:
Thank you for your recent claim for XXXX.
You are claiming for the following items:

<table>
<thead>
<tr>
<th>Item</th>
<th>Age</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For us to make a payment on such a claim, it must be established beyond reasonable doubt that we have been negligent, and that the damage occurred as a result of this.

There are two ways in which we may be held liable:

- We have directly caused the damage,
- We failed to attend to the reported problem within a reasonable period of time.

Add in details of your investigation to support your final decision.

In conclusion, we do not find that we have been negligent on either of the two points of liability. We are therefore unable to make a payment for compensation on this occasion. We would recommend that this matter is taken up with your home contents insurer.

We understand that you may not be satisfied with this outcome. The only way you can request a review is if you are able to provide new, relevant information or evidence to support a review, or if you believe we have misunderstood the circumstances or facts supplied.

If so please contact us within 10 working days. If we do not hear from you within this time, no further action will be taken.

Yours sincerely,

Officer name
Job Title
Dear [Customer Name],

Re: [Claim ID]

I have now had the opportunity to investigate your claim regarding the damage caused to your [name item].

As part of the investigation, I have completed the following:

- State actions completed within the investigation

My investigation has found (select one of the below options)

- We have found that we are liable XXXXXXXXXXXXXX
- We have found that we are partially liable XXXXXXXXXXXXX
- We have found that we are not liable, but would like to make an Ex Gratia payment XXXXXXX

Please find a cheque enclosed with this letter for £XXX. This amount is in line with our decoration allowance policy / is in line with the value of the damaged items / is in line with our valuation of the damage caused / is an appropriate level of payment.

<table>
<thead>
<tr>
<th>Items</th>
<th>Your value</th>
<th>Our value</th>
<th>Reason for difference</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

This payment is in full and final settlement of your claim. If you have any questions or concerns with regards to this amount, please contact me on the details below.

If you are not satisfied with the amount of compensation you have received and have any further information to challenge this, such as valuations or receipts, please contact us within 10 working days. If we do not hear from you within this time, no further action will be taken.

Yours sincerely,

[Officer Name]
[Job Title]
Dear xxxxxxx

Re:

I have now had the opportunity to investigate your claim regarding the damage caused to your [name item].

As part of the investigation, I have completed the following:

- State actions completed within the investigation

My investigation has found (select one of the below options)

We have found that we are liable XXXXXXXXXXXXXX

We have found that we are partially liable XXXXXXXXXXXXX

We have found that we are not liable, but would like to make an Ex Gratia payment XXXXXX

Please find a remittance enclosed with this letter for £XXX. This amount is in line with our decoration allowance policy / is in line with the value of the damaged items / is in line with our valuation of the damage caused / is an appropriate level of payment. This payment will be made to your bank on XXXX.

<table>
<thead>
<tr>
<th>Items</th>
<th>Your value</th>
<th>Our value</th>
<th>Reason for difference</th>
</tr>
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</table>

This payment is a full and final settlement of your claim. If you have any questions or concerns with regards to this amount, please contact me on the details below.

If you are not satisfied with the amount of compensation you have received and have any further information to challenge this, such as valuations or receipts, please contact us within 10 working days otherwise. If we do not hear from you within this time, no further action will be taken.

Yours sincerely,

Officer name
Job title
Appendix S – Acknowledgement of challenge of outcome

Customer name
Address 1
Address 2
Address 3
Postcode

Claim ID:
Customer.relations@thirteengroup.co.uk
Tel: 0300 111 1000

Date

Dear xxxxxxxxxxx

I understand that you wish to seek a review of the outcome of your recent liability claim.

Although claims are handled within a defined process, we realise there may be times when you are not satisfied with the outcome, for example when:

- You believe we have not fully considered the facts.
- You can provide additional information in support of your claim that you have not previously supplied.
- You have further information that may influence the value we have placed on the claim.

If you feel this is the case, please contact us. You need to state your reasons, and send the additional information, receipts etc. to us within the next 10 working days. We will send these items back to you when we have completed our investigation. Alternatively, you can email these to us at customer.relations@thirteengroup.co.uk.

Upon receipt of the additional details, we will begin further investigations. Please allow us a further 10 working days to complete this process.

Yours sincerely,

Officer name
Job Title
Dear XXX

Re:

We have received your letter stating that you wish to seek a review of the outcome of your recent liability claim.

Although our methods follow a defined process, we realise there may be times when you are not satisfied with the outcome.

I will review the information or additional explanation and undertake a further investigation of your claim. Please allow us 10 working days to complete this process.

Yours sincerely,

Officer name
Job title
Dear xxxxxxxxxx

Re:

Further to the submission of your review, I am the senior officer who is reviewing this on your behalf.

Whilst my review into your claim is underway, I am unable to provide you with a full response within our target of 10 working days.

I aim to have a full and final response to you by XXX, however, I will contact you as soon as a decision has been made.

Thank you for your patience in this matter, and my apologies for any inconvenience this has caused.

Yours sincerely,

Officer name
Job title
Dear xxxxxxxxx

Re:

Further to the submission of your review, I am the senior officer who has investigated this on your behalf.

Within my review, I have completed the following actions:

- Reviewed the investigation completed as part of the initial review
- Action
- Action

Following my review, I can confirm (select one of the options below)

I am satisfied that your claim has been thoroughly investigated and on this occasion I inform you that I am unable to find any new evidence to change the original outcome of this claim, for the reasons shown above.

Or

I am satisfied that your claim has been fully investigated, however on reviewing the matter I feel that the original decision was incorrect and as a result I have:

- Bullet point actions and timescales including any lessons learnt.

This concludes our investigation. We apologise for the inconvenience this has caused you and hope this outcome is to your satisfaction. I will now close your claim in our files

Yours sincerely,

Officer name
Job title