

# Wolverhampton Homes

## Statement of Policy & Procedures on Anti-Social Behaviour



Wolverhampton Homes



Wolverhampton Homes

*Anti-social Behaviour: Tackling  
it together*

[www.wolverhamptonhomes.org.uk](http://www.wolverhamptonhomes.org.uk)

## **Foreword**

This Anti Social-Behaviour Policy is adopted by Wolverhampton Homes and is the Company's policy for the purposes of compliance with the Housing Act 1996 as amended by the Anti-Social Behaviour Act 2003 part 2 section 12. Wolverhampton Homes is the Arms Length Management Organisation set up by Wolverhampton City Council to manage, monitor and improve its housing stock. Wolverhampton Homes has the delegated authority for the housing management function in relation to dealing with incidents of anti-social behaviour in Wolverhampton City Council properties where it is the managing agent.

### **1. Purpose of the Policy**

Part 2 of section 12 of the Anti-Social Behaviour Act 2003 requires housing organisations to prepare a policy in relation to anti-social behaviour and procedures for dealing with occurrences of anti-social behaviour.

The policy provides guidance for officers, tenants and leaseholders on how the Company responds to complaints about anti-social behaviour.

### **2. Policy Statement**

Wolverhampton Homes recognises that in order to provide an excellent housing service it must be effective in tackling the problems created by anti-social behaviour.

The Company has adopted the following approach:

- Every report of anti-social behaviour will be investigated fully
- Investigation will start at the earliest possible time after receipt of the complaint and be conducted with all reasonable speed
- Investigations will seek to identify and interview all interested parties
- Action plans will be agreed with all complainants
- Actions against perpetrators will include but are not limited to Acceptable Behaviour Contracts, Injunctions, Anti-Social Behaviour Orders, Tenancy Demotion and Possession proceedings
- The Company will provide support for victims and witnesses of anti-social behaviour
- The approach is one of prevention, diversion, enforcement and support.
- Wolverhampton Homes recognises the importance of partnership working and works in collaboration with key agencies
- The Company through its actions will demonstrate that it will not tolerate anti-social behaviour and will make this clear to tenants leaseholders and anyone who is seeking a tenancy
- Extensive procedures have been developed for staff when dealing with anti-social behaviour. The procedures conform to ISO 9001 Quality Assurance Standard and are regularly reviewed and audited.
- The Company employs dedicated Anti-Social Behaviour Co-ordinators who provide support and guidance for front line staff, and take on the more

difficult cases and cases requiring legal action. They lead on training for staff and other agencies and for developing the service

- Signing up to the Respect Standard for Housing Management

### **3. Definition of Anti-Social Behaviour**

For the purposes of this Policy the definition of anti-social behaviour is consistent with that used in the Crime and Disorder Act 1998:

Behaviour “which caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household...”

For racial harassment Wolverhampton Homes recognises and adopts the definition within the Macpherson Report that: - “A **racist incident** is any incident which is perceived to be racist by the victim or any other persons”. And that **racial harassment** is “an incident or a series of incidents intended or likely to intimidate, offend or harm an individual group because of their ethnic origin, colour, race, religion or nationality”. This means that it is up to the recipient or any other person, to define whether behaviour is racial in intent and whether it is unacceptable.

Wolverhampton Homes will also work in line with the legal definition of racial harassment which is “Unwanted conduct (on the grounds of race or ethnic or national origin) which has the effect of either violating that persons dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment”.

We define domestic violence as;

“Any incident of violence, abuse or threatening behaviour perpetrated in order to exercise power and maintain control over another person”

### **4. What is Anti-Social Behaviour?**

Examples of anti-social behaviour include but are not limited to:

- **Criminal activity**
- **Using or threatening violence**
- **Racist or homophobic behaviour**
- **Threatening or intimidating behaviour**
- **Domestic violence**
- **Nuisance children**
- **Playing loud music**
- **Excessive noise**
- **Damage to property**
- **Uncontrolled pets**
- **Dumping rubbish**
- **Misusing motor vehicles**
- **Making malicious complaints**

The Tenancy Agreement states that:

“The tenant, members of the tenant’s household (including your children and lodgers) and any visitors must not:

- cause, or allow to be caused nuisance or annoyance to neighbours, other tenants or persons lawfully using or visiting Council property
- commit illegal acts
- use or allow to be used the premises for illegal or immoral purposes
- cause criminal damage to Council property
- the tenant must not cause or allow to be caused any harassment of an individual, group, Council employee or their Agents on the basis of their colour, race, ethnic origin, mental or physical disability or sexual orientation

Harassment can include any act or omission calculated to interfere with the peace or comfort of another person. Violence or threats of violence, verbal or written abuse or insults, damage to property and threats of such damage, can all constitute harassment”

## **5. Policy Objectives:**

The main objectives of the Policy are:

- To ensure that incidents of anti-social behaviour are reported, accurately recorded and monitored
- To ensure that early action is taken to prevent the escalation of behaviour that is a nuisance into serious anti social behaviour
- To support victims, their families and witnesses
- To advise victims and witnesses of the services that Wolverhampton Homes, the City Council and partner agencies can provide
- To encourage the reporting of incidents of anti social behaviour
- To take a victim orientated approach when dealing with complaints
- To fully investigate any complaints of anti-social behaviour and deal with them within the given timescales
- To ensure that actual and potential perpetrators of anti-social behaviour are aware of the consequences of their actions
- To take appropriate legal action where there is evidence against the perpetrators
- To encourage a multi-agency approach to dealing with casework and finding resolutions to anti-social behaviour
- To ensure all relevant Officers are fully trained to be able to deal with complaints of anti-social behaviour

## **6. Partnership Working**

Wolverhampton Homes recognises that dealing with anti-social behaviour must be tackled in partnership with other relevant agencies. Anti-social behaviour and its

causes and effects are wide and varied and our work would not be effective in dealing with these issues. Partner agencies include:

- Wolverhampton City Council:
- Anti Social Behaviour Unit
- Social Services
- Youth Offending Team
- Youth Inclusion
- Regeneration
- Education
- Environmental Services
- West Midlands Police
- West Midlands Fire Service
- Safer Wolverhampton Partnership
- Mental Health Team
- Probation Service
- Primary Care Trust
- Registered Social Landlords
- Tenant Management Organisations
- Tenant and Resident Groups
- Community Groups
- Mediation Services
- Wolverhampton Victim Support

All partner agencies carry out a range of functions relating to anti-social behaviour.

In many instances in order to pursue a course of action joint working will be an important part of the approach taken. Other partners may be able to provide evidence and additional information. Other agencies have specialist skills and resources or powers at their disposal.

When considering what appropriate action to take a multi agency approach will be taken with cases being referred to the Anti-Social Behaviour Forum.

## **7. Types of Remedies/Legal Action**

- **Issue a warning letter** regarding the anti-social behaviour
- **Use Acceptable Behaviour Contracts (ABC).** These are agreements with the perpetrators of anti-social behaviour. The ABC consists of a list of anti social acts that the offender agrees not to continue and outlines the consequences if the ABC is not complied with. ABCs are not legally binding but can be cited in court as evidence if the individual continues to behave anti-socially and further action such as an ASBO or possession proceedings is taken.
- Undertake in partnership with the City Council, West Midlands Police and partner agencies **an application to the court for an Anti-Social Behaviour**

**Order.** They can be obtained against a perpetrator who is 10 years old and above who has acted “in a manner that caused or was likely to cause harassment alarm or distress to one or more persons not in the same household”. ASBOs are similar to injunctions and are intended to be a preventative measure. They remain in force for two years or longer in certain circumstances. Any breach of the order is a criminal offence and can result in a prison sentence of up to five years or a fine or both. A court when making an ASBO is obliged to make an individual support order if this will help prevent any further anti-social behaviour. Parenting Orders may also be applied to parents or guardians of children aged between 10 and 17 years old who are subject to an ASBO or who have been convicted of a criminal offence.

- **Apply to the court for an injunction.** This is a tool that the Company will make increasing use of as they can be used to control behaviour in situ rather than by displacing the problem by evicting the tenant. Injunctions are a civil order that prohibits the person concerned from engaging in the behaviour detailed in the Injunction. Some Injunctions can exclude the person from specified places or areas. They can be used to prevent a range of anti-social behaviour, for example: using a property for drug dealing, barking dogs, verbal abuse, or vandalism. Using S222 of the Local Government Act 1972, an application can be made to restrain behaviour that is a public nuisance, for example prostitution, drug dealing or kerb crawling. Under the 1996 Housing Act an application can be made for injunctions for anti-social behaviour, for unlawful use of premises and for breach of the tenancy agreement. A power of arrest can be attached where there is violence or the threat of violence, or a significant risk of harm. The penalty for breach of the conditions of an injunction can be a fine or imprisonment.
- **Seek possession through the court** of the homes of those who cause levels of distress and disturbance to others that is totally unacceptable. Wolverhampton Homes has this power under the Housing Act 1985 and the Housing Act 1988. The Anti-Social Behaviour Act 2003 allows courts to take the following issues into account when they are considering granting possession orders:
  - The effect on those in the locality if the nuisance is repeated
  - The effect of the nuisance on those in the locality
  - The continuing effect of the nuisance
- **Apply to the court to demote a Secure Tenancy.** Under the Anti-Social Behaviour Act 2003 an application can be made for a Demotion Order. If a secure tenancy is demoted for a period of one year the tenant has some rights reduced such as the “Right to Buy” and repossession during this period is easier.
- **The Use of Introductory Tenancies.** All new tenants have introductory tenancies (except where immediately before entering into the new tenancy the tenant was already a secure tenant). The use of introductory tenancies enables easier repossession of homes during the first twelve months of the tenancy where there are grounds for eviction. The tenant has a right to seek a review of the decision to seek possession which must be carried out within the statutory framework. The use of introductory tenancies in Wolverhampton provides a

positive message to both new and existing tenants that anti-social behaviour will not be tolerated.

- **An Introductory Tenancy can be extended by a further six months** where there are continuing doubts about the conduct of the tenant. Officers can then assess the suitability of the introductory tenant for an additional period. The tenant can request a review of this decision. This power was introduced by the Housing Act 2004.

- **Right To Buy.:** The Housing Act 2004 also introduces measures in response to problems arising in connection with the exercise of Right to Buy by anti social secure tenants:

The right to buy cannot be exercised by a secure tenant in particular circumstances. These circumstances include where there is a possession order in force on the property. Under the 2004 Act the Landlord can make an application to the court asking for the Right to Buy to be suspended because of Anti Social Behaviour. The Court will set out a period in the order for which the Right to Buy is suspended.

Please note that that each case is different and judged on its own merits. Legal action in some cases may not be an appropriate solution.

**Other legal measures to address anti-social behaviour include:**

- **Housing Act 1996 Exclusion from the Waiting List:** This legislation allows local authorities the power to exclude certain categories of people from the housing waiting list, for example those with a record of serious anti-social behaviour.
- **Protection from Harassment Act 1997:** This legislation provides a power of arrest and the possibility of a restraining order being obtained in the Magistrates Court which could carry a penalty of imprisonment. The intention is to prevent a perpetrator from entering an estate and/or harassing others.
- **Civil Evidence Act 1995:** In civil proceedings either in the County Court or the Magistrates Court hearsay evidence is admissible. This allows evidence to be given where a witness is too frightened to attend court personally.
- **Confiscation of Alcohol (Young Person Act 1997):** A police officer can require that intoxicating liquor can be handed over by certain people in certain circumstances.
- **Sex Offenders Act 1997:** The legislation requires the police to maintain a register of sex offenders who fall within the remit of the legislation. A risk assessment is carried out people who are registered and pose a risk to the community.
- **Environmental Protection Act 1990:** Imposes a legal obligation on local authorities to investigate complaints of statutory nuisance which includes noise nuisance. Extreme noise can lead to equipment being seized and prosecution can lead to a fine. Wolverhampton Homes liaises with Environmental Services in cases where it is appropriate to use this legislation to abate noise nuisance and will consider further legal against the tenant when an Abatement Notice has been served.
- **Crime and Disorder Act 1998:** In addition to introducing Anti-Social Behaviour Orders this legislation brought in certain powers that may be taken

to prevent children becoming involved in criminal or anti-social behaviour. In summary those powers are:

- **Child safety orders:** This enables a child to be placed under the supervision of a responsible officer (usually a social worker or member of the Youth Offending Team) for normally, three months.
- **Parenting Orders:** This may be imposed by the court at the same time as an ASBO is granted and requires parents or guardians of children between 10 and 17 years of age to attend counselling or guidance sessions.
- **Local child curfew (as amended by the Anti-Social Behaviour Act 2003):** These are designed for the police to deal with unsupervised children on the streets at night.
- **Power to remove truants:** This enables a police officer to take a child believed to be truanting back to school
- **Reparation Orders:** This requires young offenders to make amends to their victim or the wider community.
- **Police Reform Act 2002:** It is now possible for interim ASBOs to be granted for a fixed period of time, to prevent further anti-social behaviour pending the full ASBO being obtained.

## 8. Domestic Abuse

Wolverhampton Homes has a separate Domestic Abuse policy. The stated aim of the policy is:

**Wolverhampton Homes are committed to offering assistance to any of its tenants/ applicants who are suffering from domestic violence or threats of violence either from someone within their home or from someone outside their home.**

### Policy Aims

When applicants and tenants report domestic violence our aim is to prevent any further violence or threat of violence by:

- Ensuring that the person experiencing violence or threats of violence, harassment or intimidation is central to what happens and is provided with all the support they need.
- Taking action against the perpetrator if appropriate depending on the circumstances.
- As a provider of housing services we are committed to responding sensitively, appropriately and effectively to all victims of domestic violence. Therefore we will ensure we provide prompt and professional assistance to victims in accessing our services, advice, support and information.

Furthermore this policy aims to ensure:-

- We raise awareness of domestic violence amongst Wolverhampton Homes' staff. To ensure that all employees fully understand the important role they play in tackling domestic violence and to develop a consistent approach across the organisation.
- We improve the protection and support for victims of domestic violence.
- We implement government guidance on tackling domestic violence.
- We provide a sensitive, confidential and appropriate service.
- We provide a flexible range of services to assist people live in their homes safely.
- We will operate a partnership approach within all relevant sections of Wolverhampton Homes' services and other agencies.
- We will contribute to Wolverhampton's Domestic Violence Forum.

## **9. Harassment**

Wolverhampton Homes has an anti-harassment policy. The purpose of the policy and the accompanying procedures are to ensure that:-

- Action is taken to prevent harassment occurring and to stop it when it does occur.
- A series of measures are in place to prevent and deal effectively with complaints of harassment and provide appropriate support to the victims.
- Staff, tenants and others are supported in reporting harassment when it occurs.
- Effective action against perpetrators is taken in order to provide a safe environment for all and deter future acts of harassment.

Wolverhampton Homes has adopted this Anti- Harassment Policy in an attempt to effectively deal with reported cases of harassment (based on race, religion, disability or sexual orientation) and to make clear to all its tenants the seriousness with which Wolverhampton Homes' views 'racist behaviour' 'homophobic behaviour' 'harassment against disabled people' and the actions it is prepared to take against the perpetrator of such acts.

## 10. Prevention of Anti-Social Behaviour

Wolverhampton Homes is committed to preventing and deterring anti-social behaviour

- **Wolverhampton Mediation Services:** Wolverhampton Homes provides annual funding to the Wolverhampton Mediation Service which is an independent organisation that offers mediation in order to try to resolve disputes between neighbours. We will with your permission refer all appropriate cases to them to see if they can assist you to resolve the issue.
- **Diversions Activities:** Making sure young people have activities they can easily access and which are appropriate for their age and particular needs can help to prevent and reduce anti-social behaviour. Activities can help ensure that young people make constructive use of their leisure time. It is essential that supportive work with young people helps them to learn about the boundaries of behaviour that are expected by society, and the impact that their anti-social behaviour can have on others. Wolverhampton Homes recognises the importance of diversionary activities in the prevention of anti-social behaviour, and from 2007/08 has funds available for diversionary activities. We will be welcoming bids from partner agencies and exploring other ways we can contribute.
- **Role of the Concierge Service:** Where it operates the Concierge Service provides a daily face to face interaction with local residents. Concierge Officers have a role in monitoring CCTV equipment and reporting incidences of anti-social behaviour to Estate Managers and the Police so that appropriate action can be taken. Concierges endeavour to ensure that only those with a legitimate reason to be there are able to enter the building and they assist with information on incidents of ASB. Incidents witnessed by the Concierge Officers can be used as evidence in support of Wolverhampton Homes taking legal action
- **Role of Neighbourhood Wardens:** Wolverhampton Homes works in close partnership with the Neighbourhood Wardens who operate in parts of the city. Wardens patrol designated areas to prevent anti- social behaviour. They provide a presence on our estates that will reduce the fear of crime, tackle anti-social behaviour and build community relationships Referrals can be made to the service so that the Wardens can maintain a high profile in order to deter anti-social behaviour, and they can also act as witnesses to any anti-social acts
- **Good Neighbour Agreements:** Wolverhampton Homes will seek to use Good Neighbour Agreements with local tenants and leaseholders as a method of promoting positive behaviour.
- **Publicity:** Wolverhampton Homes has a publicity policy for its anti-social behaviour cases and will publicise the action it takes in order to combat the problem. The Company will publicise the action it takes and the approach it has to dealing with anti-social behaviour through the use of press releases, newsletters, presentations and training. The intention is to provide information to reassure the public that action is being taken and to act as a deterrent.
- **Mapping:** Wolverhampton Homes recognises the importance of mapping complaints by type and area in order to develop a profile of anti-social

behaviour activity. The information will be used to determine hotspots and to develop action plans for areas in order to combat anti-social behaviour and use the information to prevent or reduce further activity.

## **11. Rehabilitation of Perpetrators**

Wolverhampton Homes, in considering its response to anti-social behaviour, will seek to balance the need for strong action with the need to rehabilitate perpetrators.

Cases are referred to the Anti-Social Behaviour Forum for discussion with partner agencies to determine action and support for the individual. Where an individual has support needs a vulnerability checklist is completed and a referral to a support agency is made.

Younger perpetrators can experience problems with their family and school due to their behaviour. Wolverhampton Homes will look at the causes of the anti-social behaviour and seek to involve parents/guardians. It may also be appropriate to contact the school or other agencies such as Social Services. The Company promotes the use of **Acceptable Behaviour Contracts** to moderate behaviour and monitors the contracts for any breaches. Officers in partnership with other agencies will continue to work with individuals who breach their contracts. Continued breaches will be referred to the Anti-Social behaviour Forum for a decision on further action which may include an application for an Anti-Social Behaviour Order.

## **12. Cross Tenure Issues**

Wolverhampton Homes has a partnership protocol with the City Council's Anti-Social Behaviour Unit in order to ensure partnership working and co-operation on the management of anti-social behaviour cases. Both organisations are committed to ensuring that all residents in Wolverhampton irrespective of their tenure are able to live free from intimidation.

The protocol provides guidance on cross tenure issues to ensure all cases are dealt with appropriately. In cases where the complainant lives in a tenancy managed by Wolverhampton Homes and the perpetrator is a private tenant or an owner occupier the case will be referred to the ASB Unit for assessment and appropriate action. Both parties will work together to ensure action is taken and support provided. Where the complainant is a private tenant or owner occupier and the perpetrator lives in a tenancy managed by Wolverhampton Homes the case will be referred to Wolverhampton Homes who will assess the case and take appropriate action. Again both agencies will work together. Where the perpetrator is the tenant of another Registered Social Landlord the case will be referred to that organisation for assessment and action.

Where a complaint is made about a leaseholder a Leasehold Officer will initially respond and should further action be necessary they will liaise with an Anti-Social Behaviour Co-ordinator to agree what action is necessary

## 13. Training Programme

All officers dealing with anti-social behaviour will receive training on the Company's policies and procedures and on any statutory changes. Training will also be provided to staff from other agencies when required. Joint training will be provided in partnership with the Anti-Social Behaviour Unit.

## 14. Data Protection and Information Exchange

Wolverhampton Homes is a signatory to the Information Sharing Protocol with the Safer Wolverhampton Partnership. The protocol includes

- Information on the data protection implications of the Crime and Disorder Act 1998
- Guidance on the Human Rights Act 1998 and the principle of proportionality
- Guidance on the Data Protection Act 1998

## 15. Reporting Anti-Social Behaviour

A complaint can be made about anti-social behaviour by

- Visiting your Housing Office
- Writing to your Estate Manager at your Housing Office
- Telephoning Homes Direct on (01902) 556789
- On line by completing our [online e-form](#) (secure)
- Email to [enquiry@wolverhamptonhomes.org.uk](mailto:enquiry@wolverhamptonhomes.org.uk)
- Telephoning the It's Your Call reporting line on 01902 551188
- To report new serious instances of ASB outside of office hours telephone the Council's Emergency Out of Hours service: (01902) 552999. We will respond within office hours (see "What will Wolverhampton Homes Do")
- If you suffer from violence or harassment or the threat of either you should also report the matter to the Police

### Useful Numbers:

**Wolverhampton Homes Direct:** 01902 556789

**It's Your Call – ASB Reporting Hotline:** 01902 551188

**City Council Out Of Hours Emergencies:** 01902 552999

**Wolverhampton Mediation Services:** 01902 552794

**West Midlands Police:** 0845 113 5000

## **16. What can you do?**

- Report incidents of anti-social behaviour to Wolverhampton Homes and if appropriate to the Police. Your case will be managed by your local Estate Manager, with support if necessary of one of our Anti-Social Behaviour Co-ordinators, who will contact you.
- Keep a written record of all incidents, e.g. when the incident occurred, what happened, and who was there.
- Tell us the names of those who are behaving in an anti-social manner. If you do not know their names tell us what they look like and what they wear.
- You may wish in the first instance try speaking to the person responsible but only if it is safe to do so.
- Tell us what you want us to do. We will only act with your consent. We will treat all information received confidentially. We will not disclose your details to an alleged perpetrator during the course of our investigation (if there is a need to disclose your details we will ask your permission to do so first)

## **17. What will Wolverhampton Homes do?**

Wolverhampton Homes will respond to all reports of anti-social behaviour swiftly and efficiently. The action we take will depend on the seriousness of the complaint. Any action will be agreed with the complainant. We will agree an action plan with the complainant, maintaining contact throughout the course of the complaint and advising on progress that is being made.

Severe action will be taken against perpetrators where justified. We will use the full range of legal and non-legal remedies available to stop anti-social behaviour.

Wolverhampton Homes will:

- Work in partnership with other agencies to tackle problems and provide support
- Treat racial harassment as a serious offence
- Deal with incidents of domestic violence from the victims point of view
- Support and protect witnesses
- Contact the people responsible quickly to try to prevent further anti-social behaviour
- Aim to prevent anti-social behaviour and moderate behaviour before taking legal action

Complainants will receive a “Standing Up to Anti-Social Behaviour” pack which will include information on the services we provide and diary sheets for you to record any incidents.

When we receive a complaint we will respond as follows:

Category A: Serious:

- Harassment/Intimidation: includes threats of violence
- Criminal activity: such as assault, arson or theft
- Domestic violence
- Racially motivated incidents
- Sexual acts: such as indecent exposure or prostitution

We aim to interview you on the same day or within one working day

Category B: Persistent:

- Criminal Damage: damage to property or vandalism
- Noise: such as loud music, shouting, domestic noise or vehicle noise
- General nuisance: such as gangs of youths causing problems or car repairs in the street
- Drug related problems: drug related activity such as drug dealing and syringes
- Animal related issues: such as uncontrolled aggressive dogs

We aim to acknowledge the complaint within two working days in writing or by telephone and interview you within ten working days

Category C: Nuisance:

- Environmental issues: such as animal fouling, fly tipping, abandoned vehicles, rubbish, graffiti (unless of a discriminatory or racial nature when it will be Category A)

We aim to acknowledge your complaint within five working days in writing or by telephone and interview you within ten working days

## **18. Support of Complainants and Witnesses**

In all cases, Wolverhampton Homes will keep you informed through regular contact either in writing, by telephone or by visiting you.

In all cases Wolverhampton Homes will support complainants and witnesses:

- Where remaining in your home will pose a threat to the safety of yourself or your family we will provide emergency temporary accommodation and assist you in moving to permanent accommodation in exceptional circumstances.
- Improve your security at home if needed
- Provide practical support during court cases
- Provide you with a personal attack alarm
- Provide a mobile 999 telephone
- Provide regular staff contact
- Go with you on a pre-trial court visit
- Provide a personal escort to and from court
- Use injunctive powers to address witness intimidation

- Provide advice on how to record and present evidence
- Refer victims with their permission to Victim Support
- Provide diary sheets or a Dictaphone to record any incidents

## 19. Customer Satisfaction

All complainants will be surveyed in order to determine the level of satisfaction with the service provided. Performance indicators will be set for the speed of our response to complaints and for the level of customer satisfaction. Where customers are not satisfied with the service provided “rectification notices” will be issued to relevant staff who will contact the customers to discuss their dissatisfaction and discover if anything else can be done to assist the complainant. Results from the rectification notices are discussed at Anti-Social Behaviour Co-ordinator meetings to determine how we can learn from them and to aid service improvements.

## 20. Complaints, Comments, Compliments

### Compliments

We need to know when we get things right so that we can highlight areas of best practice and extend these throughout the service. Also, it is good to receive positive feedback as it helps us to provide the standard of service you want.

You can make a compliment over the telephone by contacting 01902 554704, face-to-face at our local offices, in writing to:

*Complaints Officer,  
Wolverhampton Homes,  
Civic Centre,  
St Peters' Square,  
Wolverhampton,  
WV1 1RB*

*Email to: [compliments&complaints@wolverhamptonhomes.org.uk](mailto:compliments&complaints@wolverhamptonhomes.org.uk)*

We will write to you within 4 calendar days to confirm that we have received your compliment and to thank you for taking the time to contact us.

### Comments/Suggestions

We welcome your comments, views and suggestions in relation to the services we provide. Your feedback will help us improve our services you can contact us in any of the ways outlined above.

### How does our Complaints Procedure Work?

There are three stages to the Wolverhampton Homes Complaints Procedure. It is important to raise your concerns initially at Stage 1 prior to progressing to Stage 2. This will give us the opportunity to help you early on before things escalate.

## **Complaints Procedure**

### **Stage 1**

You can raise concerns directly at your local office, over the telephone, in writing to your local office or by email in which ever way is most convenient for you. You can obtain contact details by telephoning 554704.

#### 1. Face to Face, Telephone

We will try to deal with your concerns as quickly as possible. If we are not able to respond straight away we will contact you within 3 days:

- To advise you of the outcome to your complaint.

Or

- If longer is required to look into your complaint we will tell you the name and contact details of the officer dealing with your complaint and confirm that you will receive a written reply within 14 calendar days.

#### 2. Letter

We will acknowledge your letter of complaint within 4 calendar days and respond within 14 calendar days

#### 3. Email

We will acknowledge your email within 1 working day and if possible respond if longer is required we will tell you and then contact you within 3 calendar days;

- To advise you of the outcome.

Or

- If longer is required to look into your complaint we will tell you the name and contact details of the officer dealing with your complaint and confirm that you will receive a reply within 14 calendar days.

### **Stage 2**

If you are not happy with the reply you have received to your concerns (Stage 1) you can make a Complaint by;

- Telephone - Complaints helpline number 01902 554704

- Writing to our Complaints Officer, Wolverhampton Homes, Civic Centre, St Peter's Square, Wolverhampton, WV1 1RB.
- Completing the Complaints and Compliments form this can be requested by telephone on 01902 554704. Forms are also available at all our local offices.
- E-mail [compliments&complaints@wolverhamptonhomes.org.uk](mailto:compliments&complaints@wolverhamptonhomes.org.uk)
- Face to face

We will;

- Acknowledge receipt of your complaint within 4 calendar days
- Respond within 14 calendar days.
- If your complaint is more complicated and requires more time to look into we will update you and respond fully as soon as possible.

### Stage 3

If you are not satisfied with the reply you have received to your Stage 2 complaint you can appeal by writing to:

*Chief Executive,  
Wolverhampton Homes,  
Civic Centre,  
St Peter's Square,  
Wolverhampton,  
WV1 1RB*

or by contacting the Complaints Helpline on 01902 554704

## 21. Review

Wolverhampton Homes will review the Anti-Social Behaviour policy annually. Service users, staff and partner agencies will be consulted in the review. Any legislative or government changes affecting anti-social behaviour will be reflected in the amended policy.