

Swift Homes Limited • Approved complaints policy • Effective 15 September 2026

Version	1.0 — approved
Policy owner	Natarajan Nivethan (MRC); operational handler: Samhitha Reddy
Approver	Board of Directors
Effective date	15 September 2026
Review date	15 September 2027, or earlier if requirements change
Applies to	Residents and all staff, agents and contractors acting for Swift Homes

Accommodation model and application. Swift Homes provides adult-only, single-occupancy rooms. Accommodation may have shared kitchen and bathroom facilities, a private en-suite with shared kitchen, or both a private kitchen and en-suite. Policies apply to individual rooms and relevant shared areas; responsibilities depend on the building, tenancy terms and statutory duties. Private facilities do not automatically establish that a room is a legally self-contained dwelling. Children are not accommodated as residents.

1. Our commitment

Swift Homes Limited aims to provide safe, well-managed housing and to respond fairly, promptly and openly when services fall short. Residents will not be disadvantaged for making a complaint. We will apologise where appropriate, put matters right and learn from complaints.

2. Scope and responsibility

This policy applies to complaints about Swift Homes' housing services, staff, managing agents and contractors acting on its behalf. Where a third party delivers a service, Swift Homes remains responsible for ensuring that complaints are handled in accordance with this policy and the Housing Ombudsman Complaint Handling Code. Residents will not be required to complete a separate contractor or agent complaints process before using ours. Complaints from other people will be considered where within our remit; Housing Ombudsman jurisdiction may differ.

3. What counts as a complaint

A complaint is “an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.” The resident need not use the word complaint. A service request asks us to take action to put something right; it is not automatically a complaint. If a resident expresses dissatisfaction with the response to a service request, we will offer to log a complaint while continuing to address the underlying issue. Compliments and suggestions will be recorded separately.

4. How to contact us

Email: admin@swifthomes.org.uk

Telephone: 0115 6477573

Post: Swift Homes Limited, Market Square House, St. James's Street, Nottingham NG1 6FG

Complaints may be made verbally, in writing or through an authorised representative. We will make reasonable adjustments, consider accessibility and communication needs, and help residents who need support to make a complaint. Staff receiving a complaint must forward it promptly; internal delays do not reset the acknowledgement clock.

5. What we may exclude

We will consider complaints on their merits and will not apply exclusions automatically. We may decline matters that occurred more than 12 months before the complaint was raised (unless there are good reasons to consider them), matters where legal proceedings have started (a claim form or particulars of claim filed at court), or matters already considered under this policy. We will consider individual circumstances and discretion. If excluded, we will explain our reasons in writing and tell the resident about their right to contact the Housing Ombudsman.

6. Stage 1 — investigation

We will acknowledge, define and log a complaint within 5 working days of receipt. Our acknowledgement will summarise the issues and outcomes sought, clarify what is in scope, and identify the contact handling the case. We will issue a written response within 10 working days of acknowledgement. If complexity requires an extension, we will explain the reason and revised response date; normally this will be no more than 10 additional working days without good reason. We will provide Housing Ombudsman contact details when extending.

7. Stage 2 — final review

If a resident remains dissatisfied with any part of the Stage 1 outcome, we will escalate to Stage 2. The resident does not have to give reasons for requesting escalation. We will acknowledge, define and log the Stage 2 complaint within 5 working days of receiving the request. Someone who did not consider Stage 1 will review it and provide a final written response within 20 working days of the Stage 2 acknowledgement. Any extension will normally be no more than 20 additional working days without good reason, and will be explained in writing with a revised date and Housing Ombudsman details. There is no informal or third stage.

8. What our responses will contain

At each stage, our written response will state the stage, complaint definition, decision, reasons, any remedy, outstanding actions and how to escalate (to Stage 2 after Stage 1; to the Housing Ombudsman after Stage 2). We will address all complaint points and provide our decision when the answer is known, without waiting for all remedial works to finish. We will track and update residents on outstanding actions.

9. Fairness, remedies and support

Complaint handlers will be impartial, consider evidence and relevant policies, and give residents a fair opportunity to comment. We will consider apologies, explanations, correction of errors, service improvements, completion of works and proportionate financial redress where appropriate. We will consider individual vulnerability, safeguarding, equality and reasonable adjustments. A resident may use an advocate or representative with appropriate authorisation.

10. Housing Ombudsman Service

Residents can contact the Housing Ombudsman for advice during our complaints process and may refer their complaint after our final Stage 2 response or where we fail to follow the Code. Website: www.housing-ombudsman.org.uk; telephone: 0300 111 3000. Swift Homes will cooperate with the Ombudsman and implement required orders within specified timescales.

11. Records, learning and reporting

We will keep a secure complaints register recording receipt, acknowledgement, issues, decisions, stage, response dates, extensions, remedies, actions and closure. Complaints and compliments will inform service improvements. We will review themes, contractor performance, overdue cases and learning with the responsible senior manager and governing body. Information will be handled in accordance with data protection requirements.

12. Publication, monitoring and review

We will make this policy and information about how to complain readily accessible to residents. We will undertake and publish the Housing Ombudsman Code self-assessment and other annual complaints information as required, with governing body oversight. The policy will be reviewed at least annually or earlier following regulatory changes, Ombudsman findings or significant service changes.

13. Responsibility and implementation

Stage 1 complaints handler: Samhitha Reddy. Stage 2 reviewer: Russell Glen Foster (or another uninvolved reviewer where needed). Member Responsible for Complaints: Natarajan Nivethan. Compensation approval: Russell Glen Foster. Website complaints are routed to Samhitha. Samhitha maintains the central complaints register, with access for Russell and Natarajan. Universal Lets and contractors forward complaints promptly, preserving the original date received. The complaints register and acknowledgement, Stage 1 and Stage 2 response templates are in use. Relevant staff and contractors are aware of the complaints procedure.