



Complaint Handling Policy

Goals of the policy

Housing Resources, Inc. seeks to maintain and enhance our reputation of providing high quality programs and services. We value complaints as they assist in improving our programs, services and customer service.

This policy has been designed to assist both customers and staff. Housing Resources, Inc. is committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all customers making a complaint equally.

Definition of a complaint

Complaints are defined as any expression of dissatisfaction or grievance made by a customer relating to programs, services or customer service provided by us in relation to our business.

How a complaint can be made

If you are dissatisfied with the service provided by us, you should in the first instance consider speaking directly with the staff member/s you have been dealing with. If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns you can lodge a complaint with us in one of the following ways:

By writing, telephoning, emailing us or in person at:

Milwaukee or Waukesha

Housing Resources, Inc.
7830 W. Burleigh Street
Milwaukee, WI 53222
(414) 461-6330
Roxanne_Defoe@hri-wi.org

Racine

Housing Resources, Inc.
500 Wisconsin Avenue #205
Racine, WI 53403
(262) 636-8271
Dasheika_Kidd@hri-wi.org

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

Recording complaints

When taking a complaint, we will record your name and contact details. We will record all details of your complaint including the facts and the cause/s of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between us.

Recorded complaints will also be monitored by management for any ongoing trends and efforts made to resolve any ongoing issues.

If you lodge a complaint we will record your personal information solely for the purposes of addressing your complaint. Your personal details will actively be protected from disclosure, unless you expressly consent to its disclosure or we need to speak to an involved third party to fully investigate your complaint.

Informing customers of progress

We strive to resolve all complaints within 10 business days. Written complaints will be acknowledged promptly within 3 business days.

Customers will be given an approximate timeframe at the time they make their complaint. Customers will be informed of the progress of their complaint regularly, especially if there are any delays or changes to what has been agreed.

Customers will be informed of any changes to our programs or services as a result of their complaint.

Where appropriate, customers who have had a complaint resolved may be contacted at a later date to see if they are happy with how their complaint was handled.

Responding to complaints

All people making a complaint will be treated with courtesy. Where possible, complaints will be resolved at the first point of contact.

If the complaint can't be resolved immediately, the customer will be given a timeframe, a contact person and details of our complaint handling process. Where possible, the staff member taking the complaint details will be the contact person.

We are committed to resolving your complaint within 10 business days of you lodging your complaint, however, this may not always be possible on every occasion. If we have been unable to resolve your complaint within 10 business days, we will inform you of the reason for the delay and specify a date when we will be in a position to finalize your complaint.

During the initial review or investigation stage we may need to seek further clarification or documentation from you to assist us in resolving your complaint.

If we have sought clarification or additional documentation from you and we are waiting on you to provide this information, we may not be able to meet our 10 business day finalization commitment. In such circumstances upon receipt of your clarification or additional documentation we will indicate to you when we expect to be able to finalize your complaint.

Once we have finalized your complaint, we will advise you of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it to you verbally.

You have the right to make inquiries about the current status of your complaint at any time by contacting us.

Escalation of complaints

If a complaint cannot be resolved by the usual complaint process, it should be referred by the manager to the Assistant Executive Director or Executive Director and the customer will be informed and given an amended timeframe for resolution.

Review of complaint handling policy and procedures

Housing Resources, Inc. is committed to continuous improvement and this policy will be reviewed regularly (annually) for effectiveness and updated as necessary.

This complaint handling policy is supported by management. We commit to providing this policy to all staff and displaying it in our business for customers.

You reserve the right to refer your complaint to your relevant federal, state consumer protection agency at any time.