

HPO Homes Complaints Handling Policy

Last Updated: December 12, 2025

Policy Owner: Customer Resolution Team Lead

1. Our Commitment

HPO Homes is committed to providing a professional, high-quality service in the installation of energy-efficient home improvements. We recognize that sometimes things can go wrong, and when they do, we are committed to resolving matters quickly, fairly, and transparently.

Our policy aims to ensure that:

- Making a complaint is as easy and accessible as possible.
- All complaints are treated seriously, promptly, and confidentially.
- We respond appropriately, which may include a full explanation, an apology, remedial action, or compensation where a service failure has occurred.
- We learn from complaints to improve our services and procedures (in line with the Housing Ombudsman's principles of *Being Fair, Putting Things Right, and Learning from Outcomes*).

2. Definition of a Complaint

A complaint is defined as any oral or written expression of dissatisfaction, whether justified or not, about our services, employees, or contractors.

A **service request** (e.g., a routine repair or maintenance query) is a request for action to be taken and is not a complaint. However, an expression of dissatisfaction with the *response* to a service request becomes a complaint.

3. Scope and Exclusions

This policy covers all services provided by HPO Homes. We will accept complaints raised within **12 months** of the issue occurring or the customer becoming aware of it. We reserve the right to apply discretion to consider complaints outside this limit in exceptional circumstances.

Matters that are generally excluded from this formal policy are:

- Issues that have already been fully considered under this complaints procedure.
- Issues where formal legal proceedings have commenced (defined as details of a claim filed at court).

- General feedback or suggestions made via surveys (though these will still be monitored for improvement).

If we decide not to accept a complaint, we will provide a clear explanation of why and advise you of your right to take that decision to the relevant Ombudsman.

4. Accessibility and Contact

We strive to make the complaints process accessible to all. Complaints can be made via:

- **Online Form:** www.hpohomes.com
- **Email:** contact@hpohomes.com
- **Phone:** 01543 399459 (Monday to Friday, 9am - 5pm)
- **Post:** HPO Homes Ltd, Belmont Suite, Stowe House, St Chads Road, Lichfield, United Kingdom, WS13 6TJ

We will provide all reasonable adjustments for individuals who require support in accessing this process, in line with the Equality Act 2010.

5. Our Two-Stage Complaints Process

We operate a two-stage internal complaints procedure.

Stage 1: Investigation and Resolution

The objective of Stage 1 is to resolve the complaint promptly and locally where possible.

- **Acknowledgment:** We will acknowledge receipt of your complaint in writing (email or letter) within **3 working days**. This acknowledgment will include the name/job title of the person handling the complaint and a copy of this procedure.
- **Investigation:** The assigned complaint handler (who will be independent of the original service delivery where possible) will contact you to ensure a clear understanding of the complaint and the outcome you are seeking. They will consider all evidence fairly and objectively.
- **Response Timeframe:** We aim to provide a full, formal written response within **10 working days** of acknowledgment.

- **Extensions:** If the investigation is complex, we may extend the timeframe by a maximum of 10 additional working days. We will inform you of the delay, the reasons why, and the new expected response date.

The Stage 1 response will clearly state: the complaint definition, the decision on all points, the reasons for the decision, details of any remedy offered, outstanding actions, and how to escalate to Stage 2 if dissatisfied.

Stage 2: Formal Review

If you are not satisfied with the outcome of Stage 1, you must inform us in writing that you wish to escalate your complaint to Stage 2, outlining the reasons for your continued dissatisfaction.

- **Review:** The complaint will be escalated to a senior manager or director (the "Reviewing Officer") for an independent review of the Stage 1 handling and decision.
- **Response Timeframe:** We will provide a final, formal written response at Stage 2 within **20 working days** of the escalation request.
- **Extensions:** If the review is complex, we may extend this timeframe by a maximum of 20 additional working days, with clear communication to you about the reasons and new deadline.

The Stage 2 response represents HPO Homes' final viewpoint on the matter and will include information on how to refer the complaint to an external ombudsman service.

6. Putting Things Right and Learning

Where we find a service failure, we will "put things right" promptly and proportionately. This may include apologies, explanations, remedial works, or compensation, considering the full impact on the customer.

We keep a full record of all complaints and use this data to identify themes and drive continuous service improvements. Our governing body scrutinizes an annual report on our complaint performance to ensure accountability and learning.

7. External Redress

If you remain dissatisfied after receiving our final Stage 2 response, you have the right to refer your complaint to an independent external body. HPO Homes is a TrustMark-registered company and adheres to relevant ombudsman schemes.

- **For Installation/Work Issues:** You may refer your complaint to the Housing Ombudsman Service or, if applicable to the specific scheme, TrustMark's dispute resolution service.
- **For Finance-related Complaints:** If your complaint relates to a finance agreement linked to your purchase, we will forward it to the credit provider. If you are unsatisfied with their final response, you can contact the [Financial Ombudsman Service](#).
- **For Data Protection Issues:** If your complaint relates to how we have handled your personal data, you can contact the [Information Commissioner's Office \(ICO\)](#).