

## Compensation Policy

### Our Policy

We are committed to providing the best service possible to our customers, but in the event of something going wrong, we will take action to understand what went wrong and to put things right. Putting things right sometimes involves compensation and the aim of this policy explains how we will compensate.

It applies to customers living in our homes, accessing our services, and those affected by our services.

### Definition

Our definition of compensation is:

*Something offered by West Kent to say sorry and put right a loss or inconvenience we have caused.*

### Our approach

This policy will mainly be used in conjunction with the *Complaints Policy* and follows the same principles and timescales. We will also look at our other policies, procedures and standards when making a decision on compensation claims. For example, if a compensation claim is for inconvenience caused by delays to a repair, we will refer to the *Maintaining your Home* repairs standard.

You can discuss compensation with any staff member and they may proactively offer compensation if appropriate.

Compensation is offered at our discretion, except where we comply with statutory obligations, and is not an admission of liability.

To make a fair and transparent decision, we will:

- decide if the loss or inconvenience was caused by us
- take your circumstances and views into account
- ask for evidence (such as photos, receipts, utility bills, professional opinion)
- comply with statutory obligations
- refer to relevant case law or ombudsman decisions
- consider what's appropriate and proportionate to the loss or disadvantage

- decide what form of compensation is most appropriate (goods, services or money)
- consider alternative routes you could pursue - such as disrepair
- be consistent and act with integrity
- pay compensation onto your rent account if you owe us money.

We might not compensate for loss or inconvenience where it is:

- the responsibility of another party (for example, utility supplier, customer or member of public)
- subject to legal proceedings
- due to circumstances beyond our control e.g. severe weather
- provided for by our other policies such as the *Move or Stay Policy*
- covered by our insurance (such as personal injury claims)
- your responsibility to have appropriate home insurance in place
- over three months from the occurrence before we were notified.

The responsible staff member will tell you our decision within **ten working days** from the point of receiving a claim, unless they have agreed a different timescale with you.

### **How to appeal**

You can appeal a compensation decision using the *Complaints Policy*.

### **Learning**

We will record all compensation. We will monitor, analyse and report performance and learning outcomes as part of complaints trends reporting.

### **Policy review**

We will review this policy in 2021 or sooner if the need arises.