

Compensation Policy

Our Policy

This policy sets out West Kent's definition and approach to compensation. It applies to customers living in our homes and those affected by our services.

We are committed to delivering exceptional services. In the event of a service failure, we will take action to understand what's gone wrong and to put things right. Putting things right sometimes involves compensation.

Compensation is offered at West Kent's discretion, except where we comply with statutory obligations.

Definition

Our definition of compensation is:

- Something offered by West Kent to say sorry and put right a loss or inconvenience caused by us.
- Compensation is not an admission of liability.

Our approach

We adopt a 'right person, right answer, first time' approach. This means compensation can be agreed by any member of staff and staff may proactively offer compensation if appropriate.

Our Compensation Policy follows the same principals and timescales as the Complaints Policy. We will tell you our decision within ten working days, unless we agree a different timescales with you.

The subject of the compensation claim will determine what other West Kent policies, procedures and service standards we refer to when making a decision on compensation. For example if a compensation claim is for inconvenience caused by delays to a repair, we will refer to the '*Maintaining Your Home*' information.

When making a decision about compensation we will:

- Decide if the loss or inconvenience was caused by West Kent.
- Take the customers circumstances and views into account.
- Comply with statutory obligations (such as Right to Repair).
- Refer to relevant case law or ombudsman decisions.
- Ask for evidence (such as photos, receipts, utility bills, professional opinion).
- 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 a customer could pursue such as disrepair.
- Be consistent and act with integrity.
- Pay compensation onto a customer's account if they owe us money.

Continued

We may not compensate for loss or inconvenience where it:

- Is the responsibility of another party (utility supplier, customer or member of public).
- Is subject to legal proceedings.
- Is due to circumstances beyond our control e.g. severe weather.
- Is provided for by other West Kent policies such as the Decant Policy.
- Is covered by West Kent's insurance (such as personal injury claims).
- Should be covered by a customer's home insurance.
- Occurred over three months before we were notified.

How to appeal

A compensation decision can be appealed 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.

Equality and Diversity

This policy is underpinned by West Kent's Equality and Diversity Policy. We will consider protected characteristics when making a decision about compensation and we will monitor equality and diversity impacts.

Review

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