

# Discretionary Payment Policy



Our aim is to provide you with outstanding customer service, however we understand that occasionally things can go wrong. At times it may be necessary to make either a payment of compensation; a discretionary payment or goodwill gesture in order to put things right. Your request for payment will be assessed on a case by case basis.



Our definition of a payment: ***“to make amends for the inconvenience caused and to minimise the level of dissatisfaction that you may feel as the result of a service failure”***  
This means that we will assess all requests and do our best to come to a fair and reasonable decision.



## **Our commitment:**

- We will learn from all payment requests and improve the services we deliver;
- We will act in a fair and understanding manner when dealing with your request;
- We will communicate with you clearly and keep you informed;
- Where appropriate we will offset any rent debt unless it is for out of pocket expenses;
- We will assess all requests except those for personal injury or contents insurance;

You can contact us in a way that is convenient for you within 6 months of a service failure. We will work with you to come to a fair and reasonable outcome, however should you remain unhappy, you may raise a complaint.

This policy covers the Flagship Group and it's subsidiaries which include: Flagship Homes; Suffolk Housing; Victory Housing Trust; Flagship Housing Development; Gasway Services; RFT Services and any other contractors we may use to provide a service on our behalf.