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# Discretionary Payment Procedure

|                          |  |  |
|--------------------------|--|--|
| <b>Department</b>        |  | <b>Customer Engagement</b>             |
| <b>Policy Owner</b>      |  | <b>Director of Customer Engagement</b> |
| <b>Approved Date</b>     |  | <b>1 September 2020</b>                |
| <b>Date for Renewal</b>  |  | <b>1 September 2023</b>                |
| <b>Legal Advice From</b> |  | ----                                   |
| <b>Version Number</b>    |  | <b>1.0</b>                             |

## Purpose

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.

### 1. Definition

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.

### 2. 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.

## Version Control

Note: minor updates increase version number by 0.1; major updates increase version number by 1.0.

| Version | Detail | Approved by                     | Date             |
|---------|--------|---------------------------------|------------------|
| 1.0     |        | Director of Customer Engagement | 1 September 2020 |