

# EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



## Policy name:

### Discretionary Compensation Policy

#### This policy was created to:

Make sure that when something goes wrong with our service, we put it right fairly and, if necessary, offer compensation. This includes when customers have experienced loss, inconvenience, or distress because of our actions—or inaction.

#### What this policy covers

- When and how Honeycomb may offer compensation
- The difference between required (statutory) and optional (discretionary) payments
- What types of loss or inconvenience are considered
- What situations we won't provide compensation for
- How compensation is calculated and paid

#### Our Goals

- Apologise and take responsibility when things go wrong
- Offer fair compensation when needed
- Learn from complaints to improve future services
- Be open, respectful, and consistent in how we handle compensation

#### Key Terms

- **Discretionary Compensation:** A payment we may choose to offer when our service failure has caused you inconvenience or loss.
- **Statutory Compensation:** A payment we are legally required to make (e.g. for major repairs or moving home).
- **Redress:** A way to make things right—this could be an apology, a fix, or a payment.
- **Service Failure:** When Honeycomb does not meet its own service standards.

## **Our Approach**

- We try to resolve complaints quickly and fairly
- If a complaint is upheld, we may offer:
  - An apology
  - A fix to the problem
  - Changes to prevent it happening again
  - Compensation (money or rent credit)
- You'll need to provide receipts or proof for any costs you've had to pay
- We may still offer compensation if proof isn't available but we believe the issue is likely due to our failure
- Every case is assessed individually, taking into account your needs, the length and seriousness of the issue, and the impact it had on you
- If we offer compensation, it will usually be paid within 28 working days

## **Legal Compliance**

We follow:

- The Housing Ombudsman's Remedies Guidance
- UK housing and consumer regulation
- The Transparency, Influence and Accountability Standard
- Equality laws (Equality Act 2010)

We base decisions on fairness, transparency, and doing the right thing.

## **Performance Monitoring**

- Our Leadership Team reviews compensation and complaint performance monthly
- A full report is given quarterly to the Customer Services Committee and Group Board
- We compare our actions with Ombudsman guidance and similar cases to stay consistent

## **Data Protection**

We follow UK GDPR and the Data Protection Act 2018 to keep your personal data safe and private when handling compensation claims. Information is only shared when necessary and is stored securely.

## **Review**

This policy is reviewed every three years or sooner if there are changes in law or regulations.

**Date of Policy: June 2024**