



# How we handle complaints

We aim to provide the best possible service at all times, but we know that this is not always the case. When this happens, we want to hear from you so that we can put things right and identify how to improve our services. Our process is intended to be simple and fair.

You can contact us to make a complaint by any of our available channels; [online](#), telephone, in writing or in person. You'll find our [contact details on our website](#).

We aim to resolve complaints at the point you contact us. If the complaint is not straightforward we will refer it to the relevant manager responsible for the service concerned, who will contact you directly.

## What is a complaint?

We define a complaint as 'an expression of dissatisfaction'. Customers should complain if they feel we have failed to provide a service to our promised standard, or are unhappy about how we have treated them.

Examples include:

- Failure to deliver or complete a service on time
- Failure to keep you informed or updated regarding a current service we are delivering to you
- Unacceptable attitude or behaviour by one of our team members or contractors

The following are not complaints about how we have delivered our service, however please contact us to report them:

- Noise or other problems with settle tenants
- The first report of a repair

We will not investigate incidents which occurred six months or more before they were reported unless a good reason can be provided.

## Timescales

When you first contact us with a complaint the team member you speak to will aim to resolve the issue for you there and then. If you have contacted us online or in writing we will respond within 4 working days to resolve it, or confirm how we will be handling your complaint.

If your complaint is passed to a manager to investigate, they will contact you either to resolve the issue, or to advise you how they will be progressing your complaint and when you can expect a full response.

Managers will aim to respond in full within 2 weeks, but on the rare occasion this will not be possible they will provide you with a timescale for their full response.

## Review stage

If you are not happy with the outcome of your complaint, you can ask that we review the action we have taken.

We will only review a complaint response where:

- We have failed to address all or part of your complaint

Or

- We have not complied with our own policy, procedure or service standards and have not explained why or agreed this action with you

You can request a review by contacting us. The review will be handled by our Customer Experience team who will contact you within 4 working days to gather your reasons for requesting a review and confirm the timescales for completing the review.

## Designated person review

If you are dissatisfied with the way we have responded to your complaint you can contact a local 'designated person' who can be an MP or a local councillor.

Designated persons are there to help to resolve disputes between tenants and their landlords. They can do this in whatever way they think will work best.

Further information on the role of 'designated persons' can be found on the Housing Ombudsman Service website [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk).

If the designated person cannot help they can refer the complaint to the Housing Ombudsman.

## Housing Ombudsman

Once you have completed our complaints handling procedure, if you're still unhappy with the response you can refer your complaint to the ombudsman by:

- Asking your designated person to refer your complaint (the Housing Ombudsman will send the outcome of their review of your complaint back to your designated person)

Or

- Waiting 8 weeks from the date of our last response and contacting the ombudsman directly

Further information on how the Ombudsman will handle your referral can be obtained from their website or by contacting the service on the details below.

**Housing Ombudsman Service**, Exchange Tower, Harbour Exchange Square, London, E14 9GE

Telephone: 0300 111 3000 (lines are open Monday to Friday from 9:15 to 17:15)

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Website: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)