Lifestone Homes
Making a complaint

We're committed to providing excellent services to our residents. However, we recognise that sometimes things can go wrong. When they do, we want to hear about it so we can put things right, learn from the experience and improve our services.

You can make a complaint in whichever way is easiest for you. We accept complaints:

- By telephone
- By email
- Through Live Chat
- Through social media
- Via our website
- In writing
- In person

If you tell any Lifestone Homes colleague about a complaint, they will make sure it is referred to our Customer Resolution Team.

If you would like somebody to act on your behalf, such as a family member, friend, advocate or support worker, we can work directly with them once we have your permission.

Accessibility

We are committed to making our complaints process accessible and easy to use.

If English is not your first language, we can arrange interpretation services and, where possible, provide translated correspondence and documentation.

We can also provide information in alternative formats, including:

- Large print
- Braille
- Other accessible formats on request

If you have any communication or accessibility requirements, please let us know and we will work with you to ensure you can access our complaints service fairly and easily.

Contact us

T: 0300 303 1010
W: www.Lifestone.co.uk

Write to us:
Customer Resolutions team,
Blackhorse Road
Letchworth Garden City
SG6 1HA

Click here to complete our online complaints form on our website.

Our complaints process

We offer an easily accessible two-stage complaints process.

Stage one	Stage two
Your complaint will be logged and acknowledged within five working days of it being received.	Your escalated complaint will be logged and acknowledged within five working days.
A Customer Resolution Officer will be assigned to your case and will investigate your complaint.	A senior member of the Customer Resolutions team will independently review your complaint.
We'll provide a written response to you within 10 working days. If we need more time, we'll let you know.	We'll provide a written response to you within 20 working days. If we need more time, we'll let you know.
If you are still unhappy, you can ask for your complaint to be escalated to stage two.	If you are still unhappy, you can ask the Housing Ombudsman to review your complaint.

Housing Ombudsman Service

The Housing Ombudsman Service is free, independent and impartial.

You can contact the Housing Ombudsman Service for advice and guidance at any stage of your complaint.

If you remain dissatisfied after receiving our Stage 2 response, you can ask the Ombudsman to investigate your complaint.

T: 0300 111 3000
W: www.housing-ombudsman.org.uk
Click here to complete the Housing Ombudsman's online complaint form.

Write to the Housing Ombudsman: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET