

Your Right To Complain

If you have a complaint, please tell us.

- We use your complaints to find out if we are doing something wrong and improve our services. We are committed to giving you a high-quality, effective and efficient service. However, we understand that you will not always be happy with us.
- We have a complaints and compliments policy which sets out how long it will take us to respond to your complaint. We use a four-stage complaints procedure, where we look at your complaint in detail. If you are still not happy with our response, you can take your complaint to the Independent Housing Ombudsman. You must have followed our complaints procedure before you go to the ombudsman.

INFORMAL

If you have a complaint about any of our services, you should first speak to the officer who is providing the service. If you are not sure who this person is, contact your Local Housing Centre for advice.

FORMAL

If you have a formal complaint, we will respond to it within 15 working days. Your complaint will usually be dealt with by the service manager. If you are still not happy, you have 15 working days to take your complaint to stage 1.

STAGE 1

We will respond within 15 working days. Your complaint will usually be dealt with by a director. If you are still not happy, you have 15 working days to take your complaint to stage 2.

STAGE 2

Your complaint will be dealt with by the chief executive who will respond within 15 working days. If you are still not happy, you have 15 working days to ask for your complaint to be looked at by a panel from our board.

STAGE 3

Your complaint will be looked at by a panel of our board members. You will have a right to put your case forward to the panel. If you are still not happy, you can take your case to the Independent Housing Ombudsman.

INDEPENDENT HOUSING OMBUDSMAN

The Ombudsman Service deals with complaints about housing from tenants of registered social landlords across the country. Write to: Norman House, 105-109 The Strand, London WC2R 0AA

HOW TO MAKE A FORMAL COMPLAINT

You should contact your Local Housing Centre to report your complaint. You can get a complaint form by:

- writing to us
- phoning us
- visiting us
- downloading one from our website

YOUR RIGHT TO COMPLAIN



Other languages and formats that this poster is available in

If you ask, we can provide copies of this document in a range of languages and formats, including:

- in languages such as Bengali and Somali
- in Braille
- in large print
- on audio tape

To ask for a different format, please contact your local housing centre.

