

Complaints Process

We aim to provide a high quality service, with and for our tenant members.

We welcome feedback and complaints as it gives us the opportunity to put things right, learn from what's happened, and make improvements to our services. This quick guide gives you an overview of how we will deal with your request. Further information can be found on our website and in our Complaints Policy.

Service Request

We will

- ask you for details and clarify what you would like as a resolution.
- aim to resolve your matter on the initial contact with us if possible.
- log as a formal complaint if you want us to.

Happy with the resolution of your service request?

Please let us know and we'll log your concerns and feedback so we can learn from it.

Not satisfied with the outcome?

If we can't resolve the matter to your satisfaction or if you want to raise a formal complaint please proceed to Stage 1.

Formal Complaint Stage 1

We will

- accept and acknowledge your complaint within 5 working days.
- agree your preferred communication method.
- carry out an investigation.
- provide a written response to your complaint within 10 working days of the acknowledgement letter.

Happy with the Stage 1 outcome?

Please let us know and we'll log your concerns and feedback so we can learn from it.

If we don't hear from you by the date given on the Stage 1 response letter we'll close the complaint.

Not satisfied with the outcome?

If a resolution isn't reached at Stage 1, you can request to escalate your complaint to Stage 2 – you'll need to do this by the date stated in the full response.

Formal Complaint Stage 2

We will

- accept and acknowledge your request within 5 working days.
- have a different person conduct a review
- try to establish your reason for escalating and your desired outcome.
- write to you with the outcome of the review within 20 working days of the acknowledgement letter.
- if we don't hear from you within 20 days of this letter we'll close the complaint.
- this is the final stage of our internal complaints process. If you remain dissatisfied you can escalate your complaint to the Housing Ombudsman.

You can contact the Housing Ombudsman at any time during the process for advice and support: www.housing-ombudsman.org.uk