

Complaints Roadmap

01

Acknowledge your Stage 1 complaint within 3 working days

02

Investigate what happened

03

Respond to you within 10 working days. If you're unhappy with the response, you can request escalation to Stage 2

06

The senior manager reviews if the complaint outcomes were in line with our policies, fair, and reasonable

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Stage 2
A senior manager (not involved at Stage 1) is assigned your complaint

04

Acknowledge your Stage 2 complaint within 3 working days

07

We contact you to discuss the outcomes of the complaint review

09

Unhappy with the outcome? You can contact the Housing Ombudsman directly. **0300 111 3000**
info@housing-ombudsman.org.uk

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We respond to you within 20 working days and explain your right to external adjudication

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Details of advice agencies and charities, legal advice and other helpful organisations
www.housing-ombudsman.org.uk/residents/helpful-links