

COMPLAINTS PROCESS

Complaint received

We will acknowledge your complaint within 5 working days.



STAGE ONE



A staff member will investigate your complaint and write to you with a formal written response within 10 working days of the complaint being logged.

*Sometimes we need more time to investigate a complaint at Stage 1; this will normally be no more than 10 working days. **We will write to inform you of our reason for any extension.**

If you are unhappy with our response at Stage 1, you can ask to escalate your complaint to Stage 2.

We will acknowledge your request within 5 working days.



STAGE TWO



A senior manager will review how your complaint was handled at Stage 1 and investigate if the outcomes were fair and reasonable.

We will write to you with our formal written response within 20 working days of your complaint being logged.

* Sometimes we need more time to investigate a complaint at Stage 2; this will normally be no more than 20 working days. **We will write to inform you of our reason for any extension.**

At any point, you can contact the Housing Ombudsman:

www.housing-ombudsman.org.uk

Call: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Address: Housing Ombudsman Service - PO Box 1484, Unit D, Preston, PR2 0ET.

