

COMPLAINTS



Our easy guide for tenants and leaseholders



We want to get things right

If something goes wrong, we will:

- Listen.
- Investigate.
- Put things right.
- Learn from what happened.

How to make a complaint



- In person.
- Over the phone.
- By email.
- Online form.
- Via a representative.

Putting things right

If we get something wrong, we will:

- Apologise.
- Explain what happened.
- Take actions to fix the issue.

What is a complaint?



When you're unhappy with something we've done or haven't done and want us to investigate.

Our complaints process

We will acknowledge your complaint within 5 working days.

Stage 1 - Investigation



We will investigate your complaint and respond within 10 working days.

Stage 2 - Review



If you're still unhappy, you can request a review and a senior officer will respond within 20 working days.

Still not satisfied? You can contact the Housing Ombudsman Service:
www.housing-ombudsman.org.uk