

Making a complaint

These are the steps that we'll take



Resolving issues promptly (De-escalation)

When you first contact us, the person who is dealing with your complaint will try to resolve the issue straight away, or pass it on to the relevant colleague member who can. If this isn't possible, it will be logged as a stage 1 formal complaint. We record all complaints – including those we resolve straight away – to help us learn what we do and try to prevent similar problems happening again in the future.



Stage 1: Formal Complaint

If we are unable to resolve your complaint straight away we will log a stage 1 formal complaint. A formal complaint must be made within 3 months of the issue/event, but we do take exceptional circumstances into account if this isn't possible and consider all complaints on a case by case basis.



Stage 1: Acknowledgement

Within 2 working days of the formal complaint being logged, we will send you a written letter of acknowledgement. This will include your complaint reference number and the name of the complaint officer investigating your complaint.



Stage 1: Investigation

The complaint officer dealing with your complaint will carry out a thorough investigation and regularly update you on its progress.



Stage 1: Communication

The complaints officer will contact you at the beginning of the investigation to discuss your issue in more detail. They will also contact you at the end of the investigation and give you the chance to comment on any findings before a decision is made.



Stage 1: Hearing about the outcome

We will respond to a stage 1 formal complaint within 10 working days of it being logged.



Stage 2: Formal Complaint

If you are unhappy with the outcome of your stage 1 formal complaint, you can request a review and escalate your complaint to stage 2 of the process. You must do this within 8 weeks of the stage 1 response. We will ask you why you are unhappy with the stage 1 outcome and what your ideal resolution would be. We will also ask for any further evidence to support your complaint.



Stage 2: Acknowledgement

Within 2 working days of the stage 2 complaint being made, we will send you a letter of acknowledgement.



Stage 2: Investigation

Stage 2 complaints are investigated by a head of service. They will review the stage 1 investigation and look at any new information.



Stage 2: Communication

The head of service will keep you up to date on the progress of your stage 2 complaint and will contact you to discuss their findings before a final decision is made.



Stage 2: Hearing about the outcome

We aim to respond to stage 2 complaints within 20 working days.



Housing Ombudsman

If you are still unhappy with our response at stage 2, you can take your complaint to the Housing Ombudsman. This can be done up to 8 weeks after receiving our final response. You can also contact the Housing Ombudsman at any point in the process for advice, support and guidance.