

Housing Complaints

We offer a complaints service for housing tenants to access, set in line with Housing Ombudsman Service. If you are dissatisfied with one of our services, you can make a complaint.

What you can expect from us

To receive a complaints service where we:

- accept your complaint in any format – you do not need to put it in writing
- try to resolve the issue straight away if we can
- carry out a full investigation if the issue cannot be resolved immediately, or if you ask us to
- provide clear written responses within set timescales – 10 working days for Stage One and 20 working days for Stage Two
- let you know if we need more time and explain why
- follow the Housing Ombudsman Complaint Handling Code and be open about what we learn from complaints.

We will measure our success by:

- the proportion of Stage One Complaints answered on time
- the proportion of Stage Two Complaints answered on time
- the number of residents satisfied with our complaint handling
- using performance data to report on complaints and apply learning to ensure continuous service improvement.