

Complaints process

We aim to provide a high-quality service for our customers. However, we recognise that sometimes things go wrong, and we need to respond quickly to put them right.

We welcome your complaint as it gives us the opportunity to put things right, learn from what's happened and make improvements to our service.

This procedure explains the process for how to contact us and how we will deal with your request. Further information, including exemptions and how we use your feedback, can be found on our website and in our Complaints Policy.

Service request

We will:

- ask you for details and clarify what you would like as a resolution
- aim to resolve your matter on your initial contact with us where possible
- log as a formal complaint if you want us to.

Happy with the resolution of your service request?

Please let us know and we'll log your concerns and feedback to the relevant department for future learning.

Not satisfied with the outcome?

If we can't resolve the matter to your satisfaction or you want to raise a formal complaint, please proceed to Stage 1.

Formal complaint: Stage 1

We will:

- accept and acknowledge your complaint within 3 working days
- agree your preferred communication method
- carry out an investigation
- provide a formal full response within 10 working days of the complaint acknowledgement. We will always provide a formal letter to summarise your complaint.

Happy with the Stage 1 outcome?

Please let us know, and we'll log your concerns and feedback to the relevant department for future learning.

If we don't hear from you by the date on the Stage 1 full response letter we'll close the complaint.

Not satisfied with the outcome?

If a resolution isn't reached at Stage 1, you can request to escalate your complaint to Stage 2 – you'll need to do this by the date stated in the full response.

Formal complaint: Stage 2

- We'll try and establish your reason for escalating and desired outcome; we will not refuse an escalation if this is not provided.
- We'll acknowledge the request within 5 working days.
- A review will be conducted and we will write to you with the outcome of the review within 20 working days of your Stage 2 acknowledgement.
- If we don't hear from you within 20 days of the Stage 2 letter we'll close the complaint.

You can contact the Housing Ombudsman at anytime during the process for advice and support: www.housing-ombudsman.org.uk