

Our Complaints Procedure

Stage 1 - Investigation

The first step would be a formal investigation and will be assigned to the appropriate manager or team to investigate. This will involve collating all evidence, speaking to all relevant people involved and providing a full written response.

The complaint will be

1. acknowledged within 5 working days
2. a written response will be provided within 10 working days.
3. if a response within 10 working days is not possible the Resident should be contacted to explain the reason for the delay and be given a date when they can expect a final response.

We will address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.

The vast majority of complaints are sorted out at this stage, but if you are not happy with the solution we offer, you can escalate your complaint to Stage 2.

Stage 2 – Review

If a Resident remains unhappy with the Stage 1 response they can ask for a review within 28 days of the decision. This review must be carried out by a senior manager.

To escalate your Stage 1 complaint to Stage 2, please follow the instructions in your Stage 1 response letter.

The complaint will be

1. acknowledged within 5 working days
2. a written response will be provided within 10 working days.
3. if a response within 10 working days is not possible the Resident should be contacted to explain the reason for the delay and be given a date when they can expect a final response.

We will address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.

Our 'stage 2' response will be our final response to the complaint and the end of our internal complaints process. If residents are still not happy with the final response received, they can progress their complaint further through to the Housing Ombudsman.