

# Making a complaint



## **Resolve issues quickly**

We will always try to resolve issues quickly to prevent a complaint being necessary. If we are unable to do this, you may decide to make a complaint.

This must be made within 12 months of the issue or event happening. We will acknowledge your complaint within two working days.



## **Investigating your complaint (stage one)**

We will carry out a thorough investigation of your complaint and we'll contact you to discuss the complaint or update you on the progress of the complaint.



## **Our reply to you (stage one)**

We will try to put things right and resolve your complaint, and at stage one aim to respond within ten working days of it being received.



## **Request for review (stage two)**

If you are unhappy with our response you can request that your complaint be reviewed at stage two. You have ten days from receiving our stage one reply to make your request.

We will acknowledge this within two working days.



## **Reviewing your complaint (stage two)**

At stage two a senior manager will review the stage one investigation and any given reasons for requesting a stage two complaint. We'll be in contact if we require any further information and to update you on progress.



## **Our reply to you (stage two)**

We will try to put things right and try and resolve your complaint, and at stage two aim to respond within 10 working days of it being received.



## **Housing Ombudsman**

If after our stage two reply, you consider that we have been unable to resolve your complaint, you can ask the Housing Ombudsman to investigate. You can also contact the Housing Ombudsman at any point in the process for advice, support, and guidance.

<https://www.housing-ombudsman.org.uk/>