

Complaints Procedure

STAGE 1

- You can make a complaint in person, by phone, by email, in writing or via the Customer Portal
- A manager will acknowledge your complaint within two working days
- We will provide a full response within 10 working days (unless complex and / or involves other parties not readily available in which case a formal response within 15 working days)
- We will then ask you to complete a Complaints Satisfaction Survey
- If you are satisfied with the response, the complaint will be closed and outcome recorded
- If you are not satisfied with our response, then we ask that you please contact us within 28 days and explain why

STAGE 2

- A Director will acknowledge this within 2 working days
- We will issue a formal response within 10 working days unless complex and / or involves other parties not readily available, in which case a formal response within 15 working days
- We will then ask you to complete a Complaints Satisfaction Survey
- If you are satisfied with the response, the complaint will be closed and outcome recorded
- If you are not satisfied with our response, then we ask that you please contact us within 28 days and explain why

STAGE 3

- If you are still unsatisfied our Chief Executive will arrange for your complaint to be considered by a panel hearing, involving at least one Board Member. This will be acknowledged within 2 working days
- The Chief Executive will convene a panel within 20 working days to consider the complaint, which you will have the opportunity to attend. A suitable date, time and venue will be agreed
- You will be informed of the panel result within 10 working days of the hearing
- You have 28 working days from receipt of the hearing outcome letter to reply if you are not satisfied.

Following Stage 3, if you are still not satisfied with the outcome after 8 weeks you can contact the Independent Housing Ombudsman Service on 0300 111 3000

Comments & Compliments

We will acknowledge your comments and compliments within 2 working days, and pass on your compliment about individuals/teams to the relevant line manager.

Informal Complaints

We will actively seek an understanding of what you want from making an informal complaint, speak with you and agree what we will do and by what date. If the matter needs further investigation, we commit to providing a response within 5 working days.



Housing for Women