

Complaints

We aim to provide the best possible service to our customers, but we understand that sometimes things can go wrong. If that happens, we want to hear from you – and we'll do our best to put things right.

If you're unhappy with any part of our service, we're here to listen and work with you to find a resolution as quickly as possible.



We will:

- **Make it easy to raise concerns** – our complaints process is clear, accessible, and offers multiple ways to get in touch at a time that suits you.
- **Explain the role of the Housing Ombudsman** – Throughout the complaints process, we'll clearly explain the role of the Housing Ombudsman and provide details on how to contact them.
- **Listen and understand** – we'll take time to fully understand your concerns and how they've affected you, treating you with respect and empathy.
- **Look for an early solution** – if we can resolve the issue quickly, we will – without needing a full investigation.

If we can't resolve the issue within five working days, we will:

- **Record your complaint** as a formal Stage One complaint.
- **Confirm in writing** – you'll receive a letter summarising our understanding of the concerns that you have raised and the issues we'll investigate.
- **Assign a Complaints Advisor** – they'll contact you within two working days to introduce themselves, discuss your complaint, gather any additional information and explain next steps.
- **Investigate thoroughly** – we'll review the information you've provided, along with information from our own records, and we'll reach out if we need anything else from you.
- **Provide our decision** – within 10 working days of opening your Stage One complaint, we'll write to you with our findings and the actions we'll take to put things right. We'll also explain what you can do next if you're unhappy with our response.
- **Agree any extensions** – if your complaint is a bit more complicated or requires more time for investigation beyond 10 working days, we'll write to you explaining why and when you can expect our response.



If you let us know you're unhappy with our response, we will:

- **Escalate your complaint** – we'll contact you to understand your ongoing concerns and open a formal Stage Two complaint.
- **Confirm in writing** – you'll receive a letter within five working days summarising our understanding of the issues you remain unhappy with and what we'll be reviewing during this stage of the investigation.
- **Assign a new Complaints Advisor** – a different Advisor will handle this stage to ensure an impartial review.
- **Investigate thoroughly** – we'll investigate all the issues you've raised, considering the information you've provided along with information from our own records, and we'll reach out if we need anything else from you.
- **Provide our decision** – within 20 working days of opening your Stage Two complaint, we'll write to you with our findings, the outcome and what actions we'll take to put things right. We'll also explain what you can do next if you remain unhappy with our response.
- **Agree any extensions** – if your complaint is a bit more complicated or requires more time for investigation beyond 20 working days, we'll write to you explaining why and when you can expect our response.
- **Clearly explain next steps** – we'll include details of how to escalate your complaint to the Housing Ombudsman, if you remain unhappy with the outcome.

Throughout the complaints process, we will:

- **Learn and improve** – we regularly review complaint data to understand what went wrong and what we can do to improve our services and prevent similar issues.
- **Share what we've learned** – we'll keep you informed about the improvements we've made based on complaint feedback.

How are we doing?

We're always striving to make your experience better. We regularly review complaint data to understand what went wrong and what we can do to improve our services and prevent similar issues. We'll keep you informed about the improvements we've made based on complaint feedback.

We will monitor how our Complaint service is performing and share this with you, along with any actions that we are taking to improve performance.

We will do this by measuring:

- The number of complaints that we receive
- The percentage of complaints that we respond to within our target timeframes

Find out how all our key services are performing [here](#)

Our promise to you

Our Service Standards are built around our core service principles. We will always:



Listen and understand



Treat you with respect



Take responsibility



Keep you informed



Do what we say we will

Want to know more?

Click [here](#) for more information on how to raise complaint or to read our Complaints Policy