Complaints Policy

Policy Owner	Paul Seymour, Executive Director of Customers and Communities
Approval Level	Board
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We want everyone to be able to access and understand this policy. If you need this information in another language or format, such as large print, audio, Braille or Easy Read, please contact us and we will support you.	

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1. What this policy is for

1.1 Southway Wythenshawe Homes seeks to resolve customer complaints as quickly as possible by being fair, putting things right and learning from outcomes.

1.2 The aim of this policy is to:

- recognise when things go wrong;
- put things right;
- ensure that residents are treated fairly in the complaints process;
- use feedback from residents to develop and improve our services;
- and ensure our buildings are safe.

1.3 We recognise the importance of a positive complaints culture in achieving this aim.

1.4 Complaints about the safety of our buildings will be handled in line with this policy.

2. Who this policy applies to

2.1 Any person using our services can make a complaint. This includes tenants, leaseholders, shared owners, housing applicants and customers of our services.

2.2 If you prefer, you can authorise an advocate or representative to make a complaint on your behalf. This could be, for example, a friend, partner, relative or representative from an external organisation. If you would like an advocate to act on your behalf, let us know. We need your consent to share details with your advocate. You may also choose to be accompanied at any meeting with us.

2.3 Where the matter relates to the safety of our buildings and meets the definition of a 'relevant complaint' as set out in building safety legislation, anyone can make complaint.

2.4 Where a complaint is made by a group of residents or any other group of people, in order to handle the complaint efficiently, we will ask for a single point of contact to be nominated.

3. Regulation and Legal Requirements

3.1 This policy supports compliance with the following regulations and legal requirements

Regulation or legal requirement	Relevance to this policy
Social Housing (Regulation) Act 2023	Empowered the Housing Ombudsman to issue a code of practice. The first statutory Complaint Handling Code took effect from 1 April 2024.
Equality Act 2010	Sets out our duties to anticipate the needs of residents who may need reasonable adjustments to access the complaints process.
Building Safety Act 2022	Introduces mandatory internal complaints procedures for building safety concerns, so relevant parties can raise concerns about buildings within scope of the Act.

Higher-Risk Buildings (Management of Safety Risks etc) (England) Regulations 2023	Set out information that must be included in a building safety complaints procedure.
Heat Networks (Market Framework) (Great Britain) Regulations 2025	Set out the role of the Energy Ombudsman and how heat network complaints must be handled.
Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008	Require regulated providers to have a clear and accessible complaints handling procedure.
UK General Data Protection Regulation and Data Protection Act 2018	Require information collected through the complaints process to be handled lawfully and appropriately.
Regulator of Social Housing's Transparency, Influence and Accountability Standard	Requires complaints to be addressed fairly, effectively and promptly.

4. Definitions

What is a complaint?

4.1 A complaint is defined as:

> *'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'*

4.2 You do not have to use the word 'complaint' for it to be treated as such. A complaint that is submitted via a third party or advocate will be handled in line with this policy.

4.3 When you express dissatisfaction, we will give you the choice to make a complaint or raise a service request.

What is a service request?

4.4 A service request is

> 'a request from a resident to the landlord requiring action to be taken to put something right'.

4.5 Service requests are not complaints, but are recorded, monitored and reviewed regularly.

4.6 You can raise a complaint at any time, even if the handling of a service request remains ongoing. We will not stop our efforts to address the service request if you complain.

4.7 An expression of dissatisfaction with services made through a survey is not defined as a complaint. Where we ask for feedback about our services, we will provide details of how residents can complain.

What is not a complaint?

4.8 We do not define the following as complaints:

What is not a complaint	How this will be handled
Complaints about services, persons or bodies over which we have no control.	We will explain why the matter cannot be considered under this policy and, where appropriate, signpost to the relevant organisation.
Closed complaints that have previously been considered under our complaints policy.	We will not reopen the same complaint unless new evidence or relevant information is provided.
Complaints that have not been brought to our	Where there are good reasons to do so, residents can ask our Complaints Officer to consider whether

attention within 12 months of the incident occurring or with 12 months of you becoming aware of the issue.	discretion should be applied to accept the complaint outside this time limit.
Matters which are, or have been, the subject of Court or Tribunal proceedings.	These matters will not be considered through the complaints process.
Service requests about neighbour nuisance or disputes between neighbours that are dealt with through our anti-social behaviour policies.	These will be handled under our anti-social behaviour process as service requests. Complaints related to how we have dealt with the matter will be investigated under this policy. Complaints relating to ASB cases investigated under this policy do not form part of the community trigger complaints initiative.
Where the Housing or Energy Ombudsman Service has already determined the outcome of an investigation.	We will not reconsider matters that have already been determined by the relevant Ombudsman.

4.9 Legal proceedings start when details of the claim, such as the Claim Form and Particulars of the Claim are filed in court. At this point, the complaint ceases to be part of the complaints process and will be dealt with by our legal representatives. We endeavour to resolve complaints prior to legal proceedings, wherever possible. When proceedings are commenced in relation to matters included in a building safety complaint, we will assess whether to close the building safety complaint. We will write to you confirming our decision.

4.10 If we decide not to accept your complaint, we will provide you with an explanation setting out the reasons why the matter is not suitable for the

complaints process and your right to take that decision to the Housing or Energy Ombudsman, and – for relevant complaints - the Building Safety Regulator.

4.11 Where you wish to challenge the outcome of a decision and an appeal mechanism is available, you will have the opportunity to do this. We will explain this clearly and confirm how you can access the relevant appeal route.

4.12 If we do not have sufficient information to investigate your complaint fully, we will contact you to find out more. If you do not respond, we will investigate as far as we are able. We will respond to the parts of your complaint where we have enough information to do so and advise of next steps should you wish for us to investigate other elements any further. If we don't have enough information to respond to any part of your complaint, we will close the complaint and advise you in writing of the reason. If you believe we have closed your complaint unjustly, you can contact us or the Housing Ombudsman to review.

4.13 Anonymous complaints will be recorded. We will assess whether there is enough information to take action and will take reasonable steps to investigate where the issue raises concerns about health and safety, safeguarding, serious misconduct and building safety. Where we cannot progress the matter because there is insufficient information or key facts cannot be verified, we will record the concern and the reason why further investigation is not possible. The outcome of any investigations will be recorded on file.

What is a building safety complaint?

4.14 This specific category of complaint relates to Southway Wythenshawe Homes's buildings which fall under the Building Safety Act, which are:

- Bagnall Court
- Benchill Court
- Birch Tree Court

- Brookway Court
- Brownley Court
- Cedar (Block B) at Village 135
- Didsbury Point
- Edwards Court
- Hollyhedge Court
- Moorcot Court
- West View Court

4.15 A building safety complaint is a complaint about:

- A building safety risk (a risk to the safety of people in or about a building arising from the spread of fire or structural failure); or
- The performance of an accountable person.

4.16 Examples of the type of complaints that are classed as a building safety complaint include:

Examples of building safety complaints
Where a resident is concerned that a fire exit within their building is being continually blocked.
Where a resident is concerned that the fire alarm or sprinkler system is not working correctly.
Where a resident is concerned that a change to the building might affect its structural integrity.

When will a building safety complaint not be accepted?

4.17 A building safety complaint will not be accepted:

When a building safety complaint will not be accepted
If it does not meet the criteria to be a building safety complaint.
If it has already been investigated or is under investigation by us or the Building Safety Regulator.

If you make a building safety complaint and we complete our process, we are unlikely to accept another complaint about the same issue unless you provide new information.

4.18 We will investigate all building safety complaints. If your complaint also meets the Housing Ombudsman's definition of a complaint (see sections 4.1 to 4.7), we will deal with it through Stage 1 of our complaints process. If it does not, our Building Safety Team will still record and investigate your concern and let you know the outcome.

What if my home is managed by an agent?

4.19 Some homes owned by us are managed by other organisations acting on our behalf (known as managing agents). This includes:

- homes providing specialist support for people with learning disabilities;
- homes designated for people experiencing homelessness;
- homes let at market rent;
- homes managed by another housing association.

4.20 If you live in one of these homes, the managing agent may be your main point of contact for repairs, tenancy matters, housing management enquiries and support services.

4.21 If you are unhappy with the service, you can make a complaint directly to Southway Wythenshawe Homes. You do not need to complain to the managing agent first.

5. What we will do

Our complaint process

5.1 There are up to two stages in our complaint handling process:

- Stage 1 –investigation

- Stage 2 – at resident request, a review of the stage 1 investigation

5.2 At each stage of the complaints process, our complaint handlers must:

- Deal with complaints on their merits, act independently, and have an open mind;
- Give you a fair chance to set out your position;
- Take measures to address actual or perceived conflict of interest; and
- Consider all relevant information and evidence carefully.

5.3 **Complaint definition and acknowledgement** - When a complaint is received, we will log it and set out our understanding of the complaint and the outcome you are seeking. If any aspect of the complaint is unclear, we will ask you for clarification. If there are any aspects of your complaint which we are not responsible for, we will set this out clearly.

5.4 **We will consider whether the matter is a building safety complaint** - If you have indicated that it is a building safety complaint and we do not deem it to meet the criteria, we will write to you setting our reasons. You have the right to refer this to the Building Safety Regulator (explained in section 5.44) for a final determination if you disagree. Where a complaint is sent to us that is not identified as a building safety complaint but we identify it as such, we will deal with it as a building safety complaint.

5.5 When we accept a building safety complaint, we will categorise the level of risk involved and ensure we deal with these complaints in order of urgency. This may lead to us not being able to always meet the timeframes. We will always write to you when appropriate to explain why we cannot respond within the timeframe.

5.6 **Complaints will be logged, defined and acknowledged within 5 working days of being received**- at this point a date will be provided by which a full response can be expected. If we have accepted your complaint as a building safety complaint, we will confirm this to you at this stage.

5.7 We will provide a complaint response to you when the answer is known, not when all outstanding actions are completed. **If your complaint is upheld**- learning will be identified by the investigating/reviewing manager recording how we need to improve as a result of your complaint.

Our complaint stages: Stage 1

5.8 We aim to ensure that most complaints are resolved promptly, and an explanation, apology or resolution provided to the resident. We will seek to contact you directly to understand what resolution you are seeking, put things right and provide a written response.

5.9 Our complaint acknowledgement to you will include an outline of the complaint to be investigated; required outcome, if identified; and the date a full response can be expected by. If there are any aspects of your complaint which we are not responsible for, we will set this out clearly.

5.10 We issue a full response to stage 1 complaints within 10 working days of the complaint being acknowledged. When this is not possible, a full written explanation or interim response as to why the timescale cannot be adhered to, together with a date of when a full response is anticipated will be issued. Any extension must be no more than 10 working days without good reason, and the reason(s) will be clearly explained to you.

5.11 When we inform you about an extension to timescales, we will provide you with the contact details of the appropriate Ombudsmen, and – for relevant complaints - the Building Safety Regulator.

5.12 Where we are unable to provide a response within the timeframes set out above we will seek to agree with you suitable intervals for keeping you informed about progress with your complaint.

5.13 We are required to deal with building safety complaints in order of the level of risk involved. This may lead to us not being able to always meet the timeframes. We will always write to you when appropriate to explain why we cannot respond within the timeframe.

5.14 Investigating officers will try to contact you prior to issuing their response to ensure that they have fully investigated your complaint and where appropriate visit you and/or your home in order to resolve the complaint.

5.15 Where residents raise additional complaints during the investigation, these will be incorporated into the stage 1 response if they are related and the stage 1 response has not been issued. Where a response has been issued or it is not appropriate to incorporate within an existing complaint, this will be logged as a new complaint. Where a new issue would unreasonably delay the response, this would also be logged as a new complaint.

5.16 We will confirm the following in writing to you at the completion of stage 1 in clear, plain language including explanations of any technical language (where appropriate):

- The complaint stage
- What the complaint is
- The outcome you are seeking
- Any areas of your complaint that we are not responsible for
- The decision on the complaint
- The reasons for any decisions made
- The details of any remedy offered to put things right
- Details of actions undertaken or planned including a timeframe for any building safety actions to begin and be completed
- Details of how to escalate the matter to stage 2 if the resident is not satisfied with the response

5.17 Where Southway Wythenshawe Homes and an accountable person cannot agree on the correct response to a building safety complaint, we will seek your permission and, should you give permission, we will refer the complaint to the Building Safety Regulator.

Complaint stages: Stage 2

5.18 In relation to a building safety complaint you have the right to make representations and comments on any findings we make.

5.19 If all or part of your complaint is not resolved to your satisfaction at stage 1, you can request for your complaint to be reviewed at stage 2. You are not required to provide reasons for requesting your complaint be escalated to stage 2 and can do so up to 12 months after the stage 1 response was issued. The stage 2 response concludes and exhausts our complaints process.

5.20 Requests for stage 2 will be acknowledged, defined and logged at stage 2 of the complaints procedure within 5 working days of the escalation request being received. If there are any aspects of your complaint which we are not responsible for, we will set this out clearly.

5.21 The person considering your complaint at stage 2 will not be the same person who considered your complaint at stage 1. We reserve the right for the same person to consider your complaint at stages 1 and 2 if your complaint is a building safety complaint.

5.22 The officer carrying out the review will try to contact you and offer you the opportunity to discuss your complaint in person, by video call, or over the telephone. If we do not hear from you, we will continue with the review and issue our response based on the information available. We will not delay your complaint response because we are waiting to speak to you, unless you have agreed to an extension of the timescale.

5.23 We will issue a final response to the stage 2 within 20 working days of the complaint being acknowledged.

5.24 When considering the complexity of your complaint, the reviewing manager will decide whether an extension to this timescale is needed. You will be informed in writing of any extension required. Any extension will be no more

than 20 working days without good reason, and the reason(s) must be clearly explained to you.

5.25 When we inform you about an extension to timescales, we will provide you with the contact details of the Ombudsman, and – for relevant complaints - the Building Safety Regulator.

5.26 Where we are unable to provide a response within the timescales we will seek to agree with you suitable intervals for keeping you informed about progress with your complaint.

5.27 Reviewing managers must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing relevant policy, law and good practice where appropriate.

5.28 We will confirm the following in writing to you at the completion of stage 2 in clear, plain language, including explanations of any technical language (where appropriate):

- The complaint stage
- What the complaint is
- The outcome you are seeking
- Any areas of your complaint that we are not responsible for
- The decision on the complaint
- The reasons for any decisions made
- The details of any remedy offered to put things right
- Details of actions undertaken or planned including a timeframe for any building safety actions to begin and be completed
- Details of how to escalate the matter to the applicable Ombudsman Service and, where relevant, the Building Safety Regulator if you remain dissatisfied

5.29 Stage 2 is the final response and will involve all suitable staff members needed to issue such a response.

5.30 In certain specific circumstances you may have the ability to apply to a Tribunal for support in resolving a dispute with us (for example, in relation to variable service charges). The Leasehold Advisory Service can provide free advice. There is further information on the Government website www.gov.uk/housing-tribunals.

Accessibility, awareness and reasonable adjustments

5.31 Residents can complain in person, in writing, by telephone, by email, via our active Facebook or Instagram channels or through our website.

5.32 Where complaints are received via social media, confidentiality and privacy will be maintained through private messaging. You can raise a complaint via direct or private messages on our active social media channels. If it is unclear to us whether you want to make a complaint, we will check this with you. Our subsequent written communication with you will be by email or letter. If a social media channel has been retired, we will ensure this is stated on the channel. You can find a list of our active social media channels on our website.

5.33 You can raise a complaint with any member of staff. All staff are aware of the complaints process and be able to pass details of the complaint to the correct team.

5.34 Support is available to any resident who may need assistance to complain. If you require assistance, contact us (see section 8). If there is something we can do to make it easier for you to complain, we will consider this in line with our Help to Access our Services Policy.

5.35 We encourage you to let us know if you believe that we can make reasonable adjustments to enable you to fully access our complaints service. We will seek to establish an agreement with you on what may be reasonable in the circumstances based on your individual need and requirements.

Examples of reasonable adjustments we might make include providing a translator or information in a different format.

5.36 This Complaints Policy is published on our websites and can be sent to you in another accessible format or language on request.

5.37 Our **complaints leaflet** is shorter and easy to read. It provides an overview of how to complain, what happens at each stage of the process and the timeframes we will respond in. It also includes information about the Housing Ombudsman and its Compliant Handling Code. You can request a complaints leaflet on the phone or pick up a copy from our reception. The complaints leaflet is also available in accessible formats and alternative languages on request.

5.38 Where your complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it will form part of the two stage complaints process set out in this policy. Residents are not expected to go through two complaints processes.

5.39 The organisation 'Citizens Advice' provides free and independent information and advice on understanding your rights: www.citizensadvice.org.uk. Your local Citizens Advice is www.citizensadvicemanchester.org.uk and can be contacted by phone on 0808 278 7800. You can also arrange face-to-face meetings, if preferred.

Housing Ombudsman Service

5.40 You have the right to approach the Housing Ombudsman Service at any point during the complaint process. The details of how to access this service are promoted: in our complaints communication; in complaint acknowledgement letters; in customer communication campaigns from time to time and a link to their website is included here: www.housing-ombudsman.org.uk.

5.41 Housing Ombudsman Service contact details:

Housing Ombudsman Service contact details	
Online complaint form	www.housing-ombudsman.org.uk/residents/make-a-complaint
Telephone	0300 111 3000
Postal address	Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

The Energy Ombudsman

5.42 The Energy Ombudsman can support residents with a complaint about their heat network: www.energyombudsman.org/how-we-can-help/heat-networks.

5.43 Energy Ombudsman Service contact details;

Energy Ombudsman Service contact details	
Online complaint form	www.energyombudsman.org/raise-dispute
Email	enquiry@energyombudsman.org
Telephone	0330 440 1624
Postal address	Energy Ombudsman, P.O. Box 966, Warrington WA4 9DF

5.44 If you are unsure which Ombudsman to escalate your complaint to, you can contact us (see below section 8 Contact Us) and we will endeavour to advise you correctly.

Building Safety Regulator

5.45 For building safety complaints, you can contact the Building Safety Regulator at any point throughout your complaint for advice. There are however two situations where you have the right to refer your complaint to the Building Safety Regulator which are:

- If you are dissatisfied with the resolution once your complaint has been completed both Stage 1 and Stage 2; or
- If we determine that your complaint is not a building safety complaint and you do not agree with that determination.

5.46 You can contact the Building Safety Regulator as follows:

Building Safety Regulator contact details	
Website contact form	https://www.contact-building-safety-regulator.service.gov.uk/
Telephone number	0300 790 6787

Putting things right

5.47 Where something has gone wrong we will acknowledge this and set out the actions we have already taken, or intend to take, to put things right. These can include:

- Apologising;
- Acknowledging where things have gone wrong;
- Taking action to put things right e.g. if there has been a delay;
- Providing an explanation, assistance or reasons;
- Reconsidering or changing a decision;
- Amending a record or adding a correction or addendum;
- Providing a financial or non-financial remedy;

- Changing policies, procedures or practices.

5.48 Our approach to compensation is outlined in our Compensation Policy, which is available on our websites.

5.49 This policy does not affect a tenant's statutory right to compensation under Right to Repair; Home Loss and Disturbance payments; and compensation payable at the end of a tenancy for carrying out improvements.

Compliments

5.50 Compliments also contribute towards the continuous improvement of services. They provide positive feedback to employees and increase levels of morale and motivation. Compliments are recorded centrally, acknowledged and referred to the manager of the individual concerned.

5.51 Compliments may also be published using our website, newsletters, social media and used in publicity materials and reception areas.

Unacceptable Behaviour

5.52 We recognise that there may be situations in a minority of cases where a resident's actions or behaviour in pursuing a complaint are unacceptable or unreasonable. Examples could include: persistent contact about a matter that has already been considered under this policy; abusive or threatening behaviour towards our staff. Whilst all residents have the right to be heard, understood and respected, where unacceptable behaviour occurs, our employees need to know what constitutes this type of behaviour and how they will be supported to deal with this. We have an obligation to protect employees whilst also ensuring that residents continue to be treated fairly, consistently and appropriately. Our Unacceptable Behaviour Policy (available on request and on our website) sets out how we manage this.

6. Equality, Diversity and Inclusion

6.1 An Equality Impact Assessment (EIA) was completed 03/08/2026. The actions from this are:

Policy Change
We will produce customer-friendly plain English guides to support understanding of this policy. These will use clear language and, where appropriate, visual information and graphics to make the policy easier to understand. Guides will be made available in accessible formats and alternative languages on request.
We will monitor complaints data by protected characteristics, where this information is known and can be lawfully used, to help identify any trends in access, outcomes or over-representation. Findings will be reported regularly to the Customer Experience Committee to support fair, accessible and inclusive complaint handling (Section 8).

7. Who is responsible

7.1 The people responsible for overseeing this policy are listed below.

7.2 The Member Responsible for Complaints (the MRC) is a member of our governing body who is appointed to have lead responsibility for complaints to support a positive complaint handling culture.

7.3 The senior lead person is our Director of Customer Experience who is accountable for complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision.

7.4 Our Director of Assets is responsible for ensuring any building safety complaints are dealt with appropriately.

7.5 The Complaints Officer is the team responsible for complaints management.

8. Contact Us

8.1 You can contact us in any of the following ways:

Contact method	Former Southway residents	Former WCHG residents
Website	Complaints, feedback and praise form	Complaints, feedback and praise form
Email	southway.complaints@southwayhousing.co.uk	complaints&praise@wchg.org.uk
Telephone	0161 448 4200	0300 111 0000
Write to us	Customer Experience Manager, Southern Gate, 729 Princess Road, Manchester, M20 2LT	Customer Experience Manager, 8 Poundswick Lane, M22 9TA
Visit us	Southern Gate, 729 Princess Road, Manchester, M20 2LT	Wythenshawe House, 8 Poundswick Lane, M22 9TA

8.2 If you moved into your home after 2 November 2026 - or are not sure whether you are a former Southway or WCHG resident - you can contact us in any of the ways above and we will ensure your request is dealt with.

9. Monitoring and Reporting

Self-assessment, reporting and compliance

9.1 We will produce an annual complaints performance and service improvement report. This report, alongside our governing Board's response to it, is published on our websites.

9.2 The Housing Ombudsman requires that we self-assess against its Complaint Handling Code ('the Code') each year. We must also carry out a self-assessment following a significant restructure, merger and/or change in procedures.

9.3 If we are unable to comply with the Code due to exceptional circumstances, such as a cyber incident, we will inform the Ombudsman, provide information to residents who may be affected and publish this on our website. We will include a timescale for returning to compliance with the Code.

Scrutiny & oversight: continuous learning and improvement

9.4 We look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint. We take resident complaints and service requests into account when reviewing the performance of our services.

9.5 Where protected characteristics information is known and can be lawfully used, we will monitor complaints data to identify any trends in access, outcomes or over-representation. We will report findings regularly to the Customer Experience Committee to support fair, accessible and inclusive complaint handling.

9.6 We will regularly consult with our residents about our approach to complaints, using their feedback to inform service improvement.

Monitoring and review

9.7 The Complaints policy will be reviewed by our Customer Experience Committee annually as part of our self-assessment against the Complaint Handling Code.

9.8 Regular complaints updates are provided to the Member Responsible for Complaints and the Customer Experience Committee. Complaints reports are provided to the Board every six months.

9.9 The next review date for this policy is shown on the cover sheet.

10. Glossary

Accountable Person	The organisation or person with legal responsibility for managing building safety risks in a higher-risk residential building under the Building Safety Act 2022.

Advocate	A person who supports you to raise or progress a complaint. This could be a friend, relative, support worker or representative from another organisation.
Building Safety Complaint	A complaint about a building safety risk, such as the spread of fire or structural failure, or about the performance of an Accountable Person.
Building Safety Regulator (BSR)	The national regulator responsible for overseeing building safety in higher-risk residential buildings. Residents can contact the BSR for advice or to refer certain building safety complaints.
Complaint	An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by Southway Wythenshawe Homes, its staff or those acting on its behalf.
Complaints Officer	The team responsible for managing complaints and supporting the delivery of the complaints process.
Customer Experience Committee	The committee responsible for overseeing complaints performance, learning and customer experience matters.
Energy Ombudsman	An independent organisation that can help resolve complaints about heat network services if a complaint cannot be resolved directly with Southway Wythenshawe Homes.
Heat Network	A communal heating system that supplies heating, cooling or hot water to more than one property in a building, or to more than one building from a central source. Examples of networks that are excluded from this regulation include: • Houses of multiple occupation (HMOs) where heating is supplied through a shared heating system of single-dwelling capacity • Conversions of existing buildings where a property is divided to create multiple dwellings within a shared building, that have one energy source with a capacity of no more than 45kWth
Heat Network Complaint	A complaint relating to the provision of heat network services, such as billing, customer service, installation issues or loss of service.
Housing Ombudsman Service	An independent service that considers complaints about social housing landlords after the landlord's complaints process has been completed.
Member Responsible for Complaints (MRC)	A member of the governing body with lead responsibility for supporting a positive complaint handling culture and oversight of complaints.
Reasonable Adjustment	A change to how a service is delivered to help ensure that disabled customers can access and use services fairly. Examples might include providing information in another format or arranging interpretation support.
Relevant Complaint	A building safety complaint that meets the definition set out in building safety legislation.
Representative	Someone authorised by a customer to act on their behalf during the complaints process.

Service Request	A request asking Southway Wythenshawe Homes to take action to put something right. A service request is not a complaint, although dissatisfaction with the response may become a complaint.
Stage 1 Complaint	The first stage of the complaints process, where a complaint is investigated and a response is provided.
Stage 2 Complaint	The final stage of the complaints process, where a customer asks for a review of the Stage 1 outcome because they remain dissatisfied.