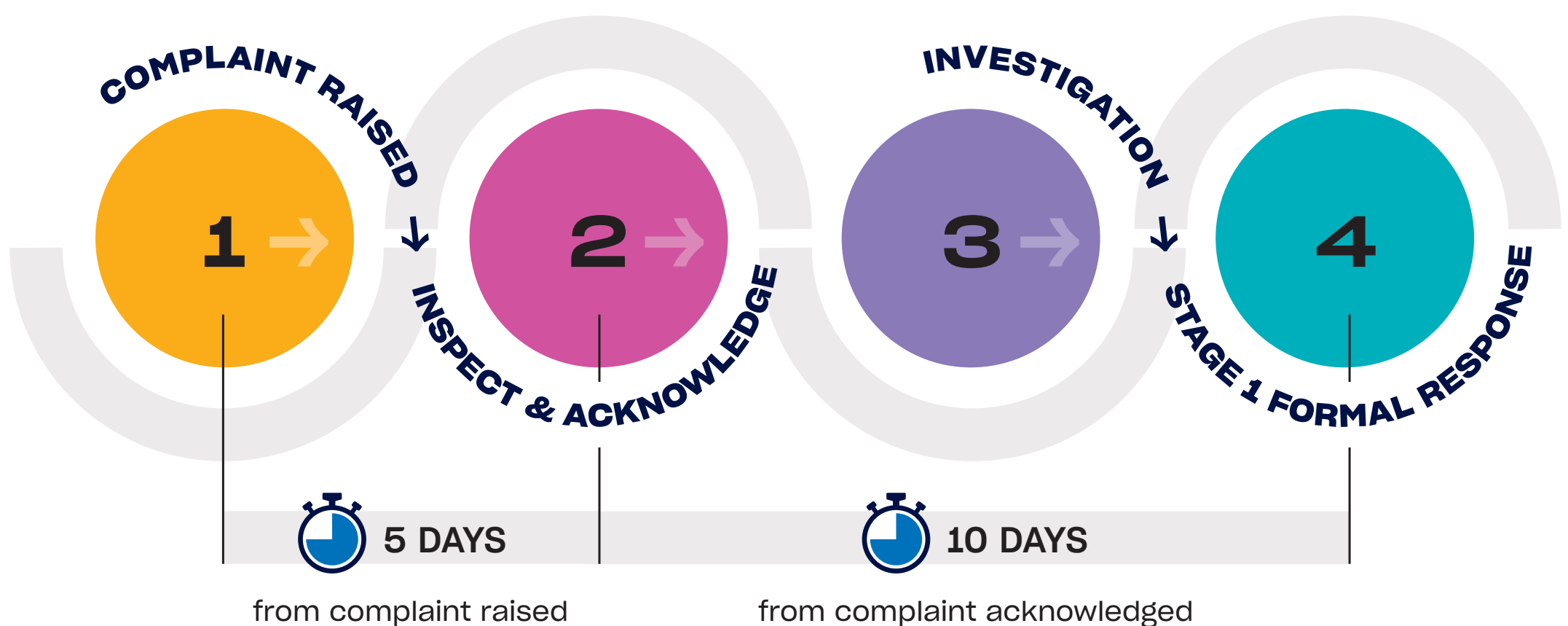


Our complaints process explained

STAGE 1 Get to know how our simple complaints process works



- 1** The time starts from the date we receive your complaint. You can make a complaint in writing, by email, through our website, in person, or over the phone.
- 2** We formally acknowledge every complaint within five working days. You'll receive a letter with details about the complaint, the officer investigating it, and when you can expect a full response.
- 3** The officer we assign to your complaint will carry out a full investigation. They will speak to you to get a full understanding of your complaint as part of their investigation.
- 4** If we can't deal with the complaint within the 10 working days, we'll write to you to explain the reasons why and when we'll be able to respond.

STAGE 2 There are two stages to our complaints process

2 If you're not happy with our response at Stage 1, you can ask for your complaint to be escalated to Stage 2 and reviewed by another independent manager.

We hope we can resolve your complaint within our own complaints process. However, if it isn't, you can choose to escalate your complaint to the Housing Ombudsman. This is a free service that's available to all social housing tenants.