Your Complaint Journey

What happens when you make a complaint?

Southway Wythenshawe Homes

We're here to listen and put things right.

1 Tell us about your complaint

I'm a former Southway Customer:

Southway Complaint Form

Southway.Complaints@southwayhousing.co.uk

729 Princess Rd, Manchester M20 2LT

I'm a former Wythenshawe Customer:

Wythenshawe Complaint Form

Complaints&Praise@wchg.org.uk

8 Poundswick Lane, Manchester, M22 9TA

Not sure who to contact? **Visit our website and use our Post Code checker.**

2 Review and acknowledgement

We'll review your concerns and acknowledge them within **5 working days**

Depending on the circumstances we'll either:

Service request

We'll pass to the relevant team for action

Complaint

We'll investigate through our complaints process

3 Investigating your complaint

At each stage we'll investigate your complaint and explain our findings and any action we'll take to put things right

Stage 1

This is the first stage of our complaints process.

We'll aim to respond within **10 working days** of acknowledging it.

Stage 2

Still unhappy with our response?

Ask for a Stage 2 review.

We'll aim to respond within **20 working days** of acknowledging your request.

If we need more time to investigate, we'll tell you why and keep you updated

Housing Ombudsman

If you're still unhappy after completing out complaints process you can ask the Housing Ombudsman to independently review your complaint.