

Making a complaint

STAGE ONE

Resolve issues quickly

We will always try to resolve issues quickly to prevent a complaint being necessary. If we are unable to do this, you may decide to make a complaint. This must be made within 12 months of the issue or event happening. We will acknowledge your complaint within two working days.



Investigating your complaint (Stage One)

We will carry out a thorough investigation of your complaint and we'll contact you to discuss the complaint or update you on the progress of the complaint.



Our reply to you (Stage One)

We will try to put things right and resolve your complaint. At Stage One, we aim to respond within 10 working days of your complaint being acknowledged.

If you are unhappy with our response you can request a review – **please go to Stage Two**

STAGE TWO

Request for review (Stage Two)

If you are unhappy with our response you can request that your complaint be reviewed at stage two. We will acknowledge this within two working days.



Reviewing your complaint (Stage Two)

At stage two a senior manager will review the stage one investigation and any given reasons for requesting a stage two complaint. We'll be in contact if we require any further information and to update you on progress.



Our reply to you (Stage Two)

We will try to put things right and resolve your complaint. At Stage Two, we aim to respond within 10 working days of your complaint being acknowledged.



Housing Ombudsman

If after our stage two reply, you consider that we have been unable to resolve your complaint, you can ask the Housing Ombudsman to investigate. You can also contact the Housing Ombudsman at any point in the process for advice, support, and guidance.

<https://www.housing-ombudsman.org.uk/>