Complaints Procedure Flow Chart

The Resident Engagement Manager (or Head of Operations, if not available) is responsible for complaint handling. The Chief Executive has overall responsibility for the complaints process, and will monitor and authorise progress and action at each stage to resolution and review of each complaint.

STAGE 1

A complaint is logged on the date received (receipt date), and acknowledged in writing within 3 working days, confirming the understanding of the complaint, outcomes being sought, or clarification if issues are unclear. The resident can at any stage of this process contact the housing Ombudsman Service via info@housing-ombudsman.org.uk or 0300 111 3000.

Stage 1 decision within 10 working days from the complaint receipt date. Should this not be possible, a written explanation, and a date is sent by when the stage 1 response should be received. This should not exceed a further 10 working days without good reason.

If no response is received to the stage 1 letter advising that we are closing the complaint. Within 10 working days, the complaint will be deemed as closed

Complainant satisfied. Complaint closed.

Complainant not satisfied.

STAGE 2

Stage 2 response within 20 working days from request to escalate. Should this not be possible, a written explanation, and a date is sent by when the stage 2 response will be received. This should not exceed a further 10 working days without good reason.

Complainant satisfied. Complaint closed.

Complainant not satisfied. Complaint can be referred to the Housing Ombudsman Service. Further information is available at https://www.housing-ombudsman.org.uk/

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