

# Housing Complaints Process

For council and social housing tenants



## Stage 1: We look at your complaint

The manager or deputy manager of the housing service will send you a written a response.

**When will I get a response? Within 10 working days\***



## Stage 2: Ask us to check again

If you are not happy with the response, let us know and our Complaints and Feedback Officer will look at everything fairly.

You will receive another letter from our Complaints and Feedback Officer which confirms whether we need to do anything else, and if the outcome has changed.

**When will I get a response? Within 20 working days\***



## Stage 3: Take your complaint further

If you are not happy with the outcome, you can escalate your complaint to the Housing Ombudsman.

If the ombudsman decides to investigate your complaint, they will check what we did and send you a draft decision. You can then tell them what you think, or give them more information, before they make a final decision.

You will receive a final report which includes any findings and decisions made and what actions the landlord should take to put things right.

As recommended by the Housing Ombudsman Complaint Handling Code, **you can escalate your complaint at any time during the complaint process.**

\*For complex cases where the complaint requires further investigation, timeframes can be extended by a further 10 working days at Stage 1 and a further 20 working days at stage 2.