



Cedarmore Housing
267 Southlands Road, Bromley BR1 2EG
020 8468 7825
contact@cedarmoreha.com
www.cedarmorehousing.org.uk
Chair: Diane Moss

TENANTS' COMPLAINTS POLICY

Introduction

Cedarmore Housing Association (CHA) Staff, Management and Board value what our tenants tell us, even when they are telling us that they are unhappy. We recognise there will be times when we get things wrong and when this happens, we will respond positively to any comments, complaints or feedback received. We want tenants to be heard and understood and will view complaints as an opportunity to learn how to do things better.

Our definition of a Complaint

A complaint is defined as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual tenant or group of tenants.

A Tenant does not have to use the word complaint in order for it to be treated as such. The Association aims to recognise the difference between a service request, feedback and a formal complaint.

Exclusions to the Complaints Policy

In the following circumstances, a matter will not be considered as a complaint:

- a) If the issue giving rise to the complaint occurred over twelve months ago. This exclusion may not apply where the complaint concerns safeguarding or health and safety issues, or there are other good reasons to do so.
- b) Where legal proceedings have been started. We will, however, keep Tenants informed of any delays to the legal process
- c) A liability issue that is subject to an insurance claim. Other elements of the complaint can still be considered through the complaints procedure
- d) Matters that have already been considered under the Complaints Policy
- e) If you tell us about anti-social behaviour caused by another Tenant or someone else, these matters will be dealt with under the Anti-Social Behaviour policy
- f) A service request is a request from a Tenant to the landlord requiring action to be taken to put something right. Service requests are not complaints.

If a matter is not accepted as a complaint, we will explain in detail why this is.

Our aims and principles in complaint handling

- a) All complaints will be dealt with promptly, politely and fairly
- b) Complaints will be dealt with in confidence
- c) Complaints will be acknowledged, accurately recorded and monitored
- d) Complainants will be kept fully informed of progress and the outcome of any investigation.



Cedarmore Housing

267 Southlands Road, Bromley BR1 2EG

020 8468 7825

contact@cedarmoreha.com

www.cedarmorehousing.org.uk

Chair: Diane Moss

- e) Complainants with special needs, language difficulties or other issues affecting their ability to make a complaint or have it addressed, will be offered additional assistance if needed
- f) Where any failure is identified and a complaint is upheld, the Association will offer an appropriate apology.
- g) The complainant will be informed of any changes made or actions taken to prevent the issue from happening again

How to make a complaint

- a) Speak to the Scheme Manager on duty
- b) Call the Support Office on 020 8468 7193 (Sheltered Housing Lead)
- c) Email contact@cedarmoreha.com
- d) Send a message via the website
- e) Visit the Support Office and speak to the Sheltered Housing Lead
- f) Write to the Sheltered Housing Lead, Support Office, Cedarmore Housing Association, 437 Southborough Lane, Bromley BR2 8BQ
- g) You can ask a friend or relative to complain on your behalf, but they will need to verify that they are acting with your permission

The complaints procedure and timelines

The Scheme Managers on site are responsible for resolving disputes at the earliest opportunity.

Informal Resolution

Tenants who are dissatisfied with the service they receive should contact a member of the Sheltered Housing Team. Every effort will be made to resolve the complaint by finding an immediate solution agreed with the complainant.

Formal complaint

If a Tenant remains dissatisfied, the matter will be logged, investigated and responded to by the Sheltered Housing Lead (stage 1). If a Tenant remains unhappy with the stage 1 formal response, the complaint can be escalated to the Chief Executive Officer (stage 2). The Tenant will attend a meeting with the CEO to present their complaint and enable further clarification of the process and information. The Business Support Manager will support the process at this stage.

Stage	Action	Target time
1	The complaint will be acknowledged and logged	Within 5 working days from receipt of the complaint

	An investigation will take place and a written response sent to the complainant	Within 10 working days from the complaint being acknowledged
2	- The stage 2 complaint will be acknowledged and logged - A meeting will be held with the CEO - A written response will be sent from CEO to the complainant	- Within 5 working days - Within 20 working days any extension to this will be no more than 20 working days and must have a good reason for the delay - This response may be delegated to the Sheltered Housing Lead to communicate the decision

If there is any delay in responding to the complaint and it cannot be dealt with within the above timescales the complainant should be informed why and the contact details of the Housing Ombudsman should be given at this point.

Designated person

If you are unable to resolve your complaint through the Association's procedure you can contact a designated person to help find a solution. The designated person can be a Member of Parliament or a local Councillor. They can try to resolve the complaint themselves or refer the complaint straight to the Housing Ombudsman. If you decide not to contact a designated person, you can contact the Housing Ombudsman directly eight weeks after the Association has given you the final response to your complaint.

The Housing Ombudsman Service

The Association is registered with the Housing Ombudsman Service. The Housing Ombudsman Service is set up by law to look at complaints from all housing organisations that are registered with them. The service is free, independent and impartial.

If you remain dissatisfied at the end of the Association's complaints procedure, your complaint can be brought to the Ombudsman service. The Ombudsman will consider all the evidence provided and issue a decision, which may include actions the landlord needs to take and orders for compensation.

Tenants may contact the Housing Ombudsman Service at any time to assist throughout the life of a complaint and engage with the Ombudsman's dispute support advisors.

Website	www.housing-ombudsman.org.uk
Online form	https://www.housing-ombudsman.org.uk/online-complaint-form/



Cedarmore Housing
267 Southlands Road, Bromley BR1 2EG
020 8468 7825
contact@cedarmoreha.com
www.cedarmorehousing.org.uk
Chair: **Diane Moss**

Phone	0300 111 3000
By post	Housing Ombudsman's Service, PO Box 1484, Unit D, Preston, PR2 0ET

Learning and Improvement

- The Association will use complaints to learn from mistakes and seek to improve its service to Tenants
- The Association will publish information in relation to its complaint handling performance
- Appropriate training will be given to those involved in complaint handling

Policy/Procedure/Report:	CHA Complaints Policy September 2026
Leadership Forum Approval	Sep 2026
CHA Board Approval	Oct 2026
Author: B. James/S. Darko	For Discussion/Approval
Revised September 2026	For Review September 2027