

Complaints Procedure Resident Flowchart

Stage 1

Acknowledgment

Response Time: Within 5 working days

You will be contacted by a member of the Complaints Team, within **5 working days**, to determine whether you need an advocate or friend to support you through the process and clarify what your complaint is about. It is important you communicate with us at this time.

Your complaint will be acknowledged in writing within **5 working days**.



Investigation and Response

Response Time: Within 10 working days

During the investigation process you will be kept informed of progress and the likely decision. You will be given the opportunity to correct any misinformation and provide information.

You will receive a written response with the outcome of your complaint within **10 working days**.



Satisfaction and Escalation to Stage 2

If you are not satisfied with the response and contact us and ask for your complaint to be escalated to Stage 2.

Within 12 months of your Stage 1 Complaint

Stage 2

Acknowledgement

Response Time: Within 5 working days

You will be contacted by a member of the Complaints Team within **5 working days**, to determine how you would like to be contacted, whether you need an advocate or friend to support you and clarify why you are not satisfied with the Stage 1 outcome.

Your Stage 2 complaint will be acknowledged in writing within **5 working days**.



Investigation and Response

Response Time: Within 20 working days

During the investigation process you will be kept informed of progress and the likely decision. You will be given the opportunity to correct any misinformation and provide information.

You will receive a written response with the outcome of your complaint within **20 working days**.



Satisfaction

If you are still dissatisfied after exhausting our internal complaints process you may complain directly to the Housing Ombudsman. This should be through a *Designated Person* (with your authorisation) within **eight weeks** of the final decision or directly by you after **eight weeks**. Refer to the www.housing-ombudsman.org.uk website for their **online complaint form** and other ways to contact including:

In writing: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

By telephone: 0300 111 3000