

# Simple guide to our complaints process

## Service Request

- Where we can and if you agree, we will try to resolve your issue(s) by taking immediate action. This may involve liaising with a contactor or another member of staff.
- We will aim to resolve your issue(s) during your initial contact with us or by the close of the following working day. If this is not possible, we will progress your complaint to a stage 1.

## Stage 1

- We will investigate your complaint and keep in touch with you throughout the process. We will aim to provide you with a response within 10 working days of your complaint being raised. Our response will summarise your initial complaint and outline what we have done or plan to do to resolve your complaint
- If you are not happy with our proposed resolution, you can ask us to progress your complaint to the next step.

## Stage 2

- We will acknowledge your request for a Stage 2 escalation. We will ask you to clarify why you believe your complaint wasn't fully addressed in Stage 1 and what outcome you would like.
- Your complaint will then be investigated by a Head of Service or Director. We will write to you within 20 working days of your request to escalate your complaint, detailing the final decision.

## How the Housing Ombudsman can help

If you still don't feel we've put things right, you can take your complaint to the Housing Ombudsman. This is a service set up to look at complaints about Housing Associations. The Housing Ombudsman can look at your complaint after you receive the outcome of your stage 2 complaint. You may choose to contact an MP or Local Councillor, who can refer your complaint to the Housing Ombudsman on your behalf.

You can also contact the Housing Ombudsman at any time for advice via the following methods:

- **Online form:** [www.housing-ombudsman.org.uk/residents/make-a-complaint/](http://www.housing-ombudsman.org.uk/residents/make-a-complaint/)
- **Phone:** 0300 111 3000
- **Email:** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)
- **In writing:** Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

## We value your Feedback

Your feedback is important to us. Please let us know how you would rate our handling of this complaint via:

- **Online Survey:** <https://www.surveymonkey.co.uk/r/6FP7P7E> - please open in Chrome
- Replying to our email with your rating and comments
- **In writing:** emh, Memorial House, Stenson Road, Coalville, Leicestershire, LE67 4JP
- **Phone:** 0300 123 6000