



# How we handle complaints

Easy-read guide



**We are sorry you have a complaint.**



**We will try to put things right.**



## Stage 1 complaints

---



Within 5 working days, we will tell you we are looking at your complaint.



We will update you on progress.



We will reply in writing no more than 15 working days after you contacted us.



If we cannot reply by then, we will tell you when we can.



We will say what has happened, and what we can do to put things right.



We may also offer to pay you some money because of the problem.



If you are not happy with our reply, you can make a stage 2 complaint.



## Stage 2 complaints

---



Within 5 working days, we will tell you who is looking at your complaint.



They will look at anything new you have told us.



They will send you a final reply in writing no more than 20 working days later.



If we cannot reply by then, we will tell you when we can.



## Help from others

---

### Housing

Ombudsman Service

We follow the Housing Ombudsman's Complaint Handling Code.



If you are not happy with our stage 2 reply, you can take your complaint to the Ombudsman:



To contact the Ombudsman:

**[www.housing-ombudsman.org.uk/  
residents/make-a-complaint/](http://www.housing-ombudsman.org.uk/residents/make-a-complaint/)**



**[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)**



**0300 111 3000**



**Housing Ombudsman Service**

**PO Box 1484**

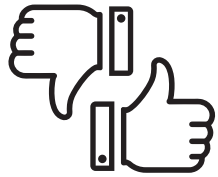
**Unit D**

**Preston**

**PR2 0ET**



Your local councillor or MP can also refer your complaint to the Ombudsman.



## How did we do?

---



We publish details of complaints and how we learn from them.



Please tell us how well we handled your complaint:



Online Survey:  
<https://www.surveymonkey.com/r/BP5MW2M>



Please reply to our email with your comments.



0300 123 6000



emh  
Memorial House  
Stenson Road  
Coalville  
LE67 4JP



**Thank you**