

A photograph of a man and a young boy walking on a paved sidewalk. The man is wearing a red kurta, a black jacket, and a white cap. The boy is wearing a blue jacket and a grey shirt. They are walking towards the camera. In the background, there is a brick house with white window frames and a white car parked on the street.

# HOW WE HANDLE COMPLAINTS

We're sorry you've had to complain about our service. Here's how we'll do everything we can to put things right.

## STAGE 1 COMPLAINTS

If something goes wrong, we'll try to put it right as soon as possible. If at any time you're not satisfied with what we've done to resolve the issue, you can ask us to consider this as a formal complaint. We'll confirm this within five working days of you getting in touch, and investigate what you've told us.

We'll keep you updated while we're looking into the problem, before sending you a full, written response no more than 15 working days after you first contacted us. If it's not possible for us to do this, we'll let you know why and ask for more time.

Our response will explain our understanding of what's happened, and confirm what we've already done or can do to put things right. To recognise the impact of the problem on you, we may also offer compensation.

If you're not happy with our response, you can ask us to take another look at the situation as a stage 2 complaint.

## STAGE 2 COMPLAINTS

We'll acknowledge your further complaint within five working days, and a senior manager will consider it again, including any new information or events. They will send you a final, written response no more than 20 working days after we acknowledged your stage 2 complaint. If this isn't possible, we'll contact you to explain why and ask for more time.

## HELP FROM THE HOUSING OMBUDSMAN SERVICE

We comply with the Housing Ombudsman Service's **Complaint Handling Code**, but if after receiving our stage 2 reply you still don't feel we've put things right, you can take your complaint to the Ombudsman:

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

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

**t:** 0300 111 3000

or

**Housing Ombudsman Service, PO Box 1484, Unit D, Preston PR2 0ET**

Your local councillor or MP can also make an Ombudsman referral on your behalf.

## PLEASE TELL US HOW WE DID

We publish details of the kinds of complaints we receive and how we respond, plus lessons learnt and changes we've made.

Your personal feedback is important, so please tell us about your experience of making a complaint:

**w:** Online Survey: [www.surveymonkey.com/r/BP5MW2M](http://www.surveymonkey.com/r/BP5MW2M)

**e:** Please reply to our email with your comments

**t:** 0300 111 3000

or

**emh, Memorial House, Stenson Road  
Coalville, Leicestershire LE67 4JP**

