

Start

Make a complaint

You can give us a call, send us an email, or fill in a complaints form online. Please provide as much specific detail as possible. Attaching photos will assist the investigation.



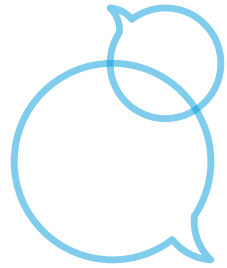
Stage
1
10 days

We'll get back to you We will acknowledge your complaint within 5 working days (usually 48 hours) to tell you we've got your complaint.



We'll investigate your complaint to find out what has gone wrong and how we can fix it.

We'll report back what we've found out, what we're going to do to put it right, and we'll say sorry.



Stage
2
20 days

We'll get back to you, Like Stage 1, we will acknowledge your escalation to stage 2 within 5 working days (usually 48 hours).

We'll re-investigate your complaint again and involve the next level of management, usually a Head of Service or Assistant Director for their perspective.



We'll report back with what we found out during the new investigation, let you know what we're going to do to put it right, and we'll say sorry.

Finish

Complaint resolved*
By now, we hope we've reached a resolution and you're happy.



*If we can't agree at the end of Stage 2, the next step is to take your complaint to the Housing Ombudsman.