

How can I make a complaint?



Website form



Social media



By calling



In person



By writing to us

Stage 1 complaints

A member of staff will let you know we have received your complaint within 2 working days. The Officer investigating your complaint will attempt to contact you within 2 working days to introduce themselves and discuss your complaint. A full response to your complaint will be sent in writing within 10 working days.

Is my complaint resolved at this stage?

If you are still dissatisfied, please let us know the reason for this and we will move your complaint to Stage 2 of our complaints process.



Stage 2 complaints

Your complaint will be passed to the Customer Experience Team who will let you know they have received your complaint within 2 working days. A Senior Manager will then review your complaint and provide a further response within 20 working days.

Is my complaint resolved at this stage?

If you are still dissatisfied, please let us know the reason for this and we will move your complaint to our final stage of our complaints process (Stage 3).



Stage 3 complaints

The Customer Experience Team will let you know they have your Stage 3 complaint, and will prepare a report to send to you. At this point you can ask for additional information. You will then be invited to a review meeting where your complaint will be discussed with a Director and Board Members. We will then send you a response letter with the outcome of the review.

Is my complaint resolved at this stage?

If you are still dissatisfied, your complaint can now be referred to the Housing Ombudsman Service to carry out an independent review.