

### What if I am still dissatisfied?

If are not satisfied with the outcome at Stage 3, you have the right to refer your complaint to the Housing Ombudsman. The Housing Ombudsman is unable to consider cases until eight weeks after our final response.

During that period you may, if you wish, contact a 'Designated Person' who may be able to help you to resolve the complaint or can refer your complaint on to the Housing Ombudsman Service. A designated person can be an MP, a local councillor , or a tenant panel. St Peter's does not have a designated tenant panel.

Letter: **Housing Ombudsman Service**  
**PO Box 152**  
**Liverpool**  
**L33 7WQ**

Telephone: **0300 111 3000**

Email: **info@housing-ombudsman.org.uk**

Website: **www.housing-ombudsman.org.uk**



## Complaints Procedure

**We are committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. We aim to get things right the first time, but we know there are times when you may feel that we have not reached your expectations.**

### **What can I complain about?**

You can complain about things like:

- Delays in responding to your requests and enquiries
- Failure to provide a service
- Our standard of service
- Dissatisfaction with our policy
- Our failure to follow proper procedure
- Treatment by or attitude of a member of staff

Your complaint may involve more than one of our services or be about someone working on our behalf.

We will not normally consider complaints regarding a problem that occurred more than 12 months ago.

### **Who can complain?**

Anyone who is receiving or seeking a service from us may make a complaint. Tenants who are unable to make a complaint themselves can ask another person to do so on their behalf.

### **How can I complain?**

Complaints can be made by telephone, in person, electronically by email or in writing to the Housing Office.

### **What happens when I have complained?**

#### **Stage one**

All complaints will be recorded and where possible dealt with there and then. Where this is not possible, the complaint will be passed to the person who can best respond to it and make sure the issues raised are dealt with.

All complaints will be acknowledged in writing within 3 working days and we will aim to complete all investigations in no more than 10 working days.

#### **Stage two**

If you not satisfied with the outcome of your complaint, contact us within 20 working days advising of the reasons why you are not satisfied with the outcome. The complaint will then be investigated at Stage 2 of our complaints process which is usually dealt with by our Chief Executive.

#### **Stage three**

If you again are not satisfied with the outcome, contact us within 20 working days advising of the reasons why you are not satisfied with the outcome. The complaint will then be investigated at Stage 3 of our complaints process which is usually dealt with by one or more of our Board members.