

# How to make a complaint

## What is a complaint?

A complaint is when you are dissatisfied with a service you have received or with how you have been treated by a member of staff or one of our contractors

## The different ways in which you can make a complaint

- Telephone: 020 7267 7020
- Fill in a complaints form available on request, in reception and on our website [www.onehousinggroup.co.uk](http://www.onehousinggroup.co.uk)
- Send us an email at [csc@onehousinggroup.co.uk](mailto:csc@onehousinggroup.co.uk)
- Speak to any member of staff by phone or in person
- Write to us at: Community  
100 Chalk Farm Road  
NW1 8EH

If you need help making your complaint you can nominate someone to act on your behalf, such as a friend, a tenant representative or the Citizen's Advice Bureau.

## What happens when you make a complaint?

We will send you an acknowledgment letter to let you know we are dealing with your complaint. The letter will tell you who will be investigating your complaint and the date by which they will respond in writing to inform you of what action will be taken.

## The complaints procedure then has four stages

### Stage 1

The line manager of the service you are complaining about will investigate your complaint and reply to you within 10 working days. If your complaint needs a lot of investigating they will contact you to agree upon an extended investigation date.

### Stage 2

If you are not satisfied with the manager's decision at stage 1, you must advise us of this within 20 working days from the date of the manager's decision letter. Your complaint will then move to stage 2 and will be investigated by an Assistant Director. The Assistant Director will inform you of their decision within 10 working days.

### Stage 3

If you are not satisfied with the Assistant Director's decision at stage 2, you must advise us of this within 20 working days from the date of their decision letter. Your complaint will then move to stage 3 and will be investigated by a Director. The Director will inform you of their decision within 10 working days.

### Stage 4

If you are dissatisfied with the Director's decision you can then appeal to the Board Complaint Panel. The panel has three members; one will be a tenant Board member. You must appeal within 20 working days of the date of the Director's decision. An appeal hearing will be set up and you will receive the Panel's decision within 10 working days of the hearing.

If you are unhappy with the panel's decision you can complain to the Housing Ombudsman at: The Housing Ombudsman Service, 81 Aldwych, London, WC2B 4HN. Tel 020 74213800

**Community welcomes complaints as a way to improve service delivery. Please help us to make things better for you.**