

HOW TO MAKE A COMPLAINT

What is a complaint?

You can make a complaint when you are dissatisfied, with any aspect of a service that we or our contractors provide. It could be about the quality of repairs work, a missed appointment, failure to respond to your letters or unfair treatment from staff or your contractors. It may also be about a policy or procedure. As well as making your complaint, you can also make suggestions on who how we can improve our service.

There are a number of different ways that you can make a complaint

- In Person
- By Telephone: 020 8522 3198 or 020 8522 3199
- Fill in a complaints form which is available on request, in reception and on our website www.onehousinggroup.co.uk
- Write to us at: Island Homes
17 Castalia Square
E14 3PQ

There are three stages to the Complaints Procedure as follows

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 we will write to you with a holding response within 10 working days. Holding responses will only be used where absolutely necessary.

Stage 2

In order to progress to Stage 2 of the complaints procedure, you must write to the Senior Operations Manager of Island Homes stating the reason that you remain dissatisfied. This request must be received within 28 calendar days of the date of the decision letter.

Stage 3

In order to progress to Stage 3 of the complaints procedure, you must write to the Managing Director of Island Homes stating the reason that you remain dissatisfied. This request must be received within 28 calendar days of the date of the decision letter. At stage 3 you will be invited to attend an appeals hearing in front of an appeals panel. The hearing will take place no later than 28 calendar days after the stage 3 complaint has been received.

If you have been through all three stages of our complaints procedure and are still dissatisfied, you can contact the independent Housing Ombudsman at: The Housing Ombudsman Service, 81 Aldwych, London, WC2B 4HN or Tel: 020 7421 3800.

