



Making a Complaint

City of London Housing Services



Making a complaint

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We try to provide the best service possible - but we understand there may be occasions when you are not satisfied with how we have dealt with something.

We aim to:

- address requests and enquiries quickly and at a local level;
- manage all complaints quickly, efficiently and with courtesy;
- ensure you know what is happening at all times;
- give a clear response within set time limits explaining the action we will take;
- treat complaints as feedback that will help us to continuously improve our services.

At each stage of the process, we aim to provide a full response to your complaint within the set time-frame. If we cannot do so, we will contact you to explain why not, and to let you know when you can expect a response.

Residents can contact the Housing Ombudsman Service at any stage of a complaint.

Neighbour disputes

If you wish to complain about a neighbour or other residents on your estate, this is dealt with under our Anti-Social Behaviour Policy, please speak to your Estate Team.

The first step – informal stage

If you are dissatisfied with a service or have a problem, the first thing to do is talk to staff about it. You can ring your estate office, send an email or speak with someone face to face.

Explain the problem and staff will discuss with you what can be done.

Every estate has an Resident Services Officer and you may want to ask to speak to them or make an appointment to see them. If the complaint is about another service, you can ask to speak to the manager of that service.

If the staff member you speak to cannot resolve the problem within 10 working days or you are dissatisfied with the action they take, then you may wish to use our formal complaints process. This has two stages.

Formal process - Stage 1

A formal complaint should be made within six months of the event you are complaining about. You will need to contact the Housing Complaints Team. You can do this by letter, e-mail, or telephone. Contact details are at the back of this leaflet.

Your complaint will be passed to the appropriate manager to investigate. The manager will look at all relevant records, they will talk to staff and they may also contact you to discuss the matter further. They will respond within 10 full working days from the date of the acknowledgment, with the investigation outcome and to inform you of what action is being taken to resolve your complaint.

Formal process – Stage 2

If you have reason to believe that the complaint has not been appropriately responded to, you may request that the complaint is escalated to Stage 2. You will need to contact the Housing Complaints Team, clearly stating that you wish to escalate your complaint, and to provide the reason(s) for doing so.

You must do this within 30 days of receiving the response to Stage 1.

Your complaint will then be reviewed by the appropriate Investigating Officer (this will be a senior manager). They will consider your complaint and what we have done so far to try to put things right. The Investigating Officer will respond to you within 20 full working days from the date of acknowledgment.

This is the end of our formal process.

Taking your complaint further

There are further steps you can take if you remain dissatisfied after completing all the stages of the Housing Complaints Process.

The Housing Ombudsman is responsible for complaints about housing services. You can look at their website: **www.housing-ombudsman.org.uk** or call them on **0300 111 3000** to find out what you can do next.

Residents can contact the Housing Ombudsman Service at any stage of a complaint.

The Local Government Ombudsman may also be able to help, depending on the nature of your complaint. Their website is **www.lgo.org.uk** and they can be contacted on **0300 061 0614**.

Mediation

At any stage in the process, we may suggest that a mediator is invited to work with you and us to achieve a better understanding and find a way forward. The mediator is independent and will have specialist skills in resolving complaints.

Contact details for making a complaint

The first step – informal complaints

Please speak with your local estate staff or relevant team manager in the first instance to see if they can resolve the issue. This should be done before submitting a Stage 1 formal complaint.

Stage 1 & 2 formal complaints

1. By email: **housing.complaints@cityoflondon.gov.uk**
2. By post: Housing Complaints, Barbican Estate Office, 3 Lauderdale Place, London, EC2Y 8EN.
3. By phone – 020 7606 3030 - requesting the Housing Complaints Team. A summary of your complaint will be sent to you for you to sign. Your complaint cannot be acknowledged until we have received a signed copy, confirming the details of your complaint.

This leaflet is a summary of our policy which may be found at: **www.cityoflondon.gov.uk/services/housing**