



Putting things right service standard

Developed together
with customers





We want to consistently deliver all our services but recognise there may be times where we don't fully meet your expectations.



- Contact you by phone (where preferable) to explain the outcome of your complaint and agree on the next steps — clearly outlining what we'll do, by when
- Provide a full response to your complaint in writing within 10 working days at Stage 1

Stage 2 Complaints

- Formally acknowledge your Stage 2 complaint in writing within 5 working days
- Contact you by phone (where preferable) at an agreed time, to discuss your stage 2 complaint to explain how we'll investigate and answer any questions you have
- Agree with you how you'd like to be kept updated, adjusting our approach to meet your individual needs
- Contact you by phone (where preferable) to explain the outcome of your complaint and agree on the next steps — clearly outlining what we'll do, by when.
- Provide a full response to your complaint in writing within 20 working days at stage 2

To ensure we've fully resolved your complaint we'll –

- Only close your complaint once all agreed actions have been completed
- If you're unhappy with our response, we'll clearly explain your right to escalate your complaint – including how to contact the Housing Ombudsman Service
- Use lessons learnt and feedback from complaints to make meaningful service improvements
- Keep you informed about the changes we've made through our 'You Said, We Did' updates and our Annual Complaint Handling Report

We'll know we're delivering our service standard when –

- We resolve 100% of complaints in line with our Complaints Policy and the Housing Ombudsman's Complaint Handling Code
- Tenant Satisfaction Measures (TSM) relating to Complaint Handling –Improving this score year on year
- Achieve a minimum score of 6.5 out of 10 on how we handled your complaint. While working to improve this year on year
- Complete 100% agreed actions on time