

## WHAT IF I AM STILL NOT SATISFIED WITH THE OUTCOME?

The Housing Ombudsman is an independent organisation that considers complaints against housing organisations. Referrals to the Housing Ombudsman can also be made through:

- Your local councilor or MP
- Or you can contact them directly.

The Ombudsman can be contacted in the following ways:

[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

[www.housing-ombudsman.org.uk/residents](http://www.housing-ombudsman.org.uk/residents)

Tel: 0300 111 3000

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Write to : The Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

## ADDRESS

1-3 Beacon  
Court  
Birmingham  
Road Great Barr  
Birmingham  
B43 6NN

## CONTACT US

Telephone: 0121 358 0966  
Contact@nehemiah.co.uk  
[www.nehemiah.co.uk](http://www.nehemiah.co.uk)

If you wish to get involved in the shaping of the Association, please contact:

Marcia Cunnison  
Customer Engagement Officer

# COMPLAINT LEAFLET



## WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction, usually where:

- There has been a failure of service and where action has not been taken within the agreed timescales.
- A number of customers requests for a service have not received a response.
- A complaint raised relating to poor conduct of a member of staff or contractor.

### **Housing Ombudsman definition as:**

*'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.'*

## WHO CAN COMPLAIN?

Nehemiah Housing will consider complaints from:

- A tenant or leaseholder
- Anyone who makes an

## WHAT CAN I COMPLAIN ABOUT?

You can make a complaint if you think:

- We have done something poorly.
- We have failed to do something that we said we would.
- We have not followed our policies or procedures.

### ● **HOWEVER, PLEASE DO NOT USE OUR COMPLAINTS PROCESS IF:**

- Asking for a service from us (For example reporting a repair)
- Making an initial request for information or an explanation of a decision made
- You want to report incidents of anti- social behaviour or racial harassment. Please contact your housing officer to do this.



## NEHEMIAH HOUSING CANNOT CONSIDER COMPLAINTS THAT:

- Are going through a court or tribunal (including disrepair cases)
- Are persistent, unreasonable or vexatious. In such cases, we reserve the right to restrict or change access to our complaints service.

## HOW CAN YOU COMPLAIN?

You can contact us in the following ways:

- Letter
- Website
- Email
- Face to Face
- Telephone
- Via an Advocate

## STAGES

### Stage 1

The complaint is acknowledged within 5 working days and then logged to the relevant senior officer:

- The complaint will be investigated within 10 working days from when the complaint is logged. The customer will receive written confirmation of the outcome. However, where the complaint requires an extension to carry out further investigation, the complainant will be notified.

IF YOU ARE NOT SATISFIED WITH THE OUTCOME, THEN YOUR COMPLAINT CAN BE PROGRESSED TO STAGE 2. CUSTOMERS HAVE 20 WORKING DAYS TO APPEAL A DECISION

### Stage 2

The complaint will be reviewed by a senior manager. This will be acknowledged within 5 working day:

- The senior manager will then review how the complaint has been dealt with in stage 1 and contact the customer within 20 working days

Further details can be found within our comments, compliments and complaints policy on our website <https://nehemiah.co.uk/your-home/our-complaint-process> or upon request