

Nehemiah Housing Complaint Handling Process 2026

A clear, user-friendly guide to making a complaint, response times and available support.

About this procedure: This guide explains how to complain, what happens next, when we will respond and where to get help. Read it with our **Comments, Compliments and Complaints Policy** and **Complaint Handling Code self-assessment**.

Your complaint journey at a glance

1. **Tell us what has gone wrong.** You can complain by telephone, email, letter, in person, through the website or through an authorised representative.
2. **We acknowledge your complaint.** We will do this within 5 working days.
3. **Stage 1 investigation.** We investigate and normally respond within 10 working days of acknowledging your complaint.
4. **Ask for a Stage 2 review if you remain unhappy.** We acknowledge the request within 5 working days and normally respond within 20 working days of acknowledgement.
5. **Contact the Housing Ombudsman.** You may seek independent help at any stage and ask for an independent review after Stage 2.

Need help? Tell us if you need the procedure explained, help putting your complaint in writing, information in another format or language, or a reasonable adjustment. Asking for support will not affect how we consider your complaint.

Who can complain?

Anyone affected by, or with a legitimate interest in, a Nehemiah Housing service may complain. This includes:

- current and former tenants, housing applicants and household members;
- leaseholders, shared owners, owner occupiers and applicants for employment;
- authorised representatives and advocates;
- councillors and MPs;
- partner organisations, contractors, community groups and other stakeholders.

Anonymous complaints: We will investigate where we have enough information, although we may be unable to ask questions or provide a direct response.

What is a complaint?

A complaint is when you tell us you are unhappy with our service, something we did or did not do, our staff, or someone working for us.

You do not need to use the word “complaint”. Tell any member of staff that you are unhappy with our service.

Complaint or service request?

A service request asks us to put something right for the first time, such as reporting a repair. If you are unhappy with how we handled it, you can make a Stage 1 complaint.

Examples

Service Request	Complaint
Reporting a repair for the first time	Being unhappy with how a repair was handled
Reporting damp or mould for the first time	Being unhappy with our response to damp or mould
Requesting information	Being unhappy with the service received
Reporting anti-social behaviour	Being unhappy with how we managed an ASB case

When this process does not normally apply

We will not normally use the complaints process for:

- a first service request or request for information;
- an ASB or racial harassment report being handled under another policy;
- a legal claim or court case;
- an issue over 12 months old, unless there is a good reason; or
- a matter where the law fixes the outcome.

You may still complain about how we handled any of these matters. If further investigation is needed, or you ask us to treat the matter as a complaint, we will log it as one.

How to make a complaint

You can complain by telephone, email, letter, in person, on our website, through social media, or through an authorised representative.

Need help? We can explain the process, help you describe the problem, provide accessible information, make reasonable adjustments or speak to an authorised representative.

Telephone	0121 358 0966
Email	contact@nehemiah.co.uk
Address	Nehemiah Housing, 1-3 Beacon Court, Birmingham Road, Great Barr, Birmingham, B43 6NN
Website	www.nehemiah.co.uk/your-home/our-complaints-process

What to tell us

To help us investigate, please tell us:

- what happened and when;
- who was involved;
- what outcome you want; and
- any supporting information you have.

We will still accept your complaint if you cannot provide everything.

Help and accessible support

We want everyone to be able to use the complaints process. Tell us what support you need and we will discuss and agree reasonable adjustments with you.

Support may include:

- information in another format or language;
- a different way to contact you;
- more time to provide information; or
- help from an authorised representative.

We will record the adjustments agreed with you and check that they continue to meet your needs.

What happens after you complain

Stage 1 – Investigation

1. **We log and acknowledge your complaint** within 5 working days of receiving it.
2. **We investigate.** The officer will review your complaint and relevant records and may contact you for more information. If your complaint is about a member of staff, their line manager will investigate; this may lead to disciplinary action, though we will not share the details of any staff outcome with you, in line with staff confidentiality.

3. **We respond.** We aim to send a full written response within 10 working days of acknowledging your complaint.

If we need more time, we will explain why, give you a new response date and keep you updated. A Stage 1 extension will normally be no more than 10 additional working days.

Our response will explain what we investigated, what we found, whether we upheld your complaint, any action or remedy, the dates for agreed actions and how to ask for a Stage 2 review.

Stage 2 – Review

1. **Ask for a review.** If you are unhappy with the Stage 1 response, you can ask us to review your complaint.
2. **We acknowledge your request** within 5 working days.
3. **We review and respond** within 20 working days of acknowledging your request.

If we need more time, we will explain why, give you a new response date, keep you updated and give you the Housing Ombudsman's contact details. A Stage 2 extension will normally be no more than 20 additional working days.

Our response will explain what we reviewed, the evidence considered, whether the Stage 1 decision changed, any further action or remedy and how to contact the Housing Ombudsman.

If you are still unhappy

If you are still unhappy after Stage 2, you can ask the Housing Ombudsman to review your complaint independently. You can also contact the Ombudsman at any stage if you are unhappy with how we are handling your complaint.

The Housing Ombudsman no longer accepts new complaint enquiries by email. Please use its online complaint form, or call, instead. Do not send original documents by post because they cannot be returned.

Housing Ombudsman contact details

Online complaint form: [Housing Ombudsman online complaint form](#)

Telephone: 0300 111 3000

Post: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

Damp and mould complaints

If your complaint concerns damp, mould or another housing hazard, we will deal with the hazard under our repairs and safety procedures, including Awaab's Law where it applies, while also handling your complaint under this procedure.

We will:

- assess the report promptly and according to the risk;
- identify hazards and make them safe;
- complete repair work within the date given;
- keep you informed about findings, appointments and changes; and
- provide advice to help prevent the problem returning.

If you are unhappy with how we assessed, handled or resolved a damp and mould report, you can use this complaints process.

Related or additional issues

If you raise more than one complaint about the same issue or interaction, we will treat these as a single complaint to avoid duplication. We may combine related complaints or include a new related issue in Stage 1. We will open a separate complaint if the issue is unrelated,

the Stage 1 response has already been sent, or combining it would cause delay.

Contractor complaints

Nehemiah remains responsible for complaints about its contractors. Any contractor process must have no more than two stages and follow the Complaint Handling Code.

Unreasonable or persistent contact

We treat everyone fairly, patiently and with respect, and we don't expect our staff or contractors to accept abusive, offensive or threatening behaviour, or an unreasonable number of contacts or demands.

- Where this happens, we may restrict or change how you can contact us about your complaint.
- We will always tell you in writing why we've done this, what the restriction is and how long it will last.
- We will review the restriction and lift it once the behaviour has stopped.

This will not affect our commitment to investigating and resolving the complaint itself.

Compensation and remedies

Where fair, we may:

- apologise or explain what happened;
- put something right or complete outstanding work;
- review a decision or improve communication;
- make a service improvement; or
- offer compensation under Nehemiah's Compensation Policy.

Your information and representatives

We protect complaint information under the Data Protection Act 2018 and our Data Protection Policy. We need your signed permission before discussing your complaint with a representative.

How we learn and improve

The Director of Operations is the lead Complaint Officer. The Member Responsible for Complaints provides Board oversight.

We record and review complaints, comments and compliments to identify repeated problems and improve services. We ask tenants about their experience, invite feedback on how we handled your complaint, report complaints data to the Board and Operations Committee quarterly, and publish an annual summary for tenants.