

Complaint procedure overview

When you tell us about an issue, we will:

Days 1 – 5

Agree if it's a complaint or a service request.
If it's a service request, we will fix it straight away.
If it's a complaint, we will confirm your issue and preferred outcome, open a case and send you confirmation.

Days 1 – 10
(from
acknowledgement)

Investigate formal complaints – what has happened, look at all our records, speak to our contractors or anyone else involved, and make sure we take any urgent actions.
We will tell you the outcome within 10 working days.

Days 10 – 30+

Complete our outstanding actions, pay any compensation we offered, close the case and ask you for your feedback.

If you tell us you are not happy with our response, we will:

Days 1 – 5

Ask you to confirm what you are not happy with and what you think would be a fair outcome. We will escalate your case to a more senior staff member to review and send you confirmation.

Days 1 – 20
(from
acknowledgement)

Review our stage one response and decide if we think it was fair and reasonable. We will tell you the outcome within 20 working days.

Days 20 – 50+

Complete our outstanding actions, pay any compensation we offered, close the case and ask you for your feedback.

If you are not happy with our final response you can contact the HOS and they will decide if they will review your case. If they review it, they will ask us to send all our evidence and responses we sent to you.

6 – 12 months

They will write to you and to us and tell us what we need to do next. We might need to take more actions or pay you (more) compensation. We will have 20 working days to do that.