

Putting it right

Our approach to complaints



**We're sorry
we didn't meet the
high standards we set ourselves.**

Complaints help us learn and understand
where we've gone wrong.



We value all
our residents.

We know by working closely
with residents we can make
the improvements to our services that
residents want to see.

Find out more about getting involved:
www.southernhousing.org.uk/getinvolved

When you first let us know that something has gone wrong, we'll ask you what you'd like us to do to put things right.

Contact us in the first instance

We can often resolve service requests, such as a missed appointment, immediately with an apology and by providing another appointment. We may be able to resolve this outside of our complaints process.

If we need to make further enquiries to resolve the matter, or you would prefer us to, we'll log it as a complaint.

We encourage you to get in touch if you're unhappy with our service at www.southernhousing.org.uk/contact

Our complaint resolution process

Stage one

When a complaint is made, we'll:

- acknowledge your complaint within five working days
- establish full details of what's happened
- find out how you'd like us to resolve it. We'll be clear what's possible and realistic and we'll focus on what we can do to help
- aim to respond within 10 working days of acknowledging your complaint (or explain if we need more time to investigate).

We'll do all we can to resolve your complaint at this stage.

Please be assured our Complaints Team work closely with our service areas to pick up and address recurring issues. Our aim is to get it 'right first time'.

Stage two review

If you're unhappy with our decision, we'll explore if there's anything further we can do, or you can ask us to review your complaint.

If you wish to progress to a review, we can do this once the stage one action plan is complete or within 20 days of our original complaint response. It's helpful if you can tell us why you remain unhappy, along with the outcome you'd like.

At the second stage, your complaint will be independently reviewed by a member of our complaints team who has had no previous involvement with your complaint.

We'll contact you with our final outcome within 20 working days of our stage two acknowledgement (or explain if we need more time to investigate).

If you still feel your complaint hasn't been resolved, you may wish to consider contacting the Housing Ombudsman (see column to the right).



Can we do something differently to meet your needs?

We want our services to be accessible. Please contact us to discuss what adjustments we can put in place to help you.

www.southernhousing.org.uk/Contact



Housing Ombudsman Service

The stage two review decision will be our final response to your complaint. If you remain dissatisfied with our response you can ask the Housing Ombudsman Service to review your complaint.

Before the Housing Ombudsman will investigate, you'll need to follow stage one and two of our complaints process.

🌐 You can find Housing Ombudsman Service contact details below, on our website, or at www.housing-ombudsman.org.uk

📄 **Housing Ombudsman Service**
PO Box 1484,
Unit D,
Preston PR2 0ET

☎ **0300 111 3000**

✉ **info@housing-ombudsman.org.uk**

You can also contact the Housing Ombudsman Service for advice at any time or if you feel your complaint's not being managed appropriately.

For further information on our complaints policy please visit our website www.southernhousing.org.uk/complaints



**RESIDENT
APPROVED**

