



Making a complaint is easy

Listening to our customers and ensuring that we can work together to resolve complaints is really important to SCH. We are always reviewing the way we work and hoping to make improvements. Receiving and looking into complaints is a way in which we can do this.

The Housing Ombudsman require every organisation to complete a self-assessment against their complaints code and to publish the results. We will be beginning this work in July ready to publish the results in October. Part of this is to make sure we have a variety of easily accessible ways that customers can make complaints.

We recently asked our engaged residents who form our VIP group to access the website and tell us how easy it was to find information and log a complaint. Overall, the feedback was very positive, but we are listening to their suggestions and are in the process of making further improvements.

We have created a guide for customers on how to make a complaint and what kinds of things you might want to include. You can read this by scanning the QR code.



Private fostering

HELP US TO HELP CHILDREN IN SOLIHULL

Private fostering refers to children cared for on a full-time basis by people who are not direct relatives (e.g., friends, neighbours).

Please report any instances of private fostering as children who are in these arrangements can be some of the most vulnerable young people in the borough.



Scan the QR code for more details and how to report.

Or call the mash team on 0121 788 4300

