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## Complaints Service Standards

- We will log your online complaint within 5 working days
- We will acknowledge your complaint within 5 working days, we will include confirmation of your reasons for making a complaint, what you want to happen as a result of making the complaint, the date you can expect to receive a response, the name of the investigating officer
- If we don't accept your complaint we will let you know the reasons why within 5 working days
- We aim to complete our investigations at Stage 1 within 10 working days of acknowledgement of the complaint
- When asked we will escalate your complaint to stage 2 of complaints policy within 5 working days
- Stage 2 complaints will be investigated outside of the team you have complained about and we will aim to carry out investigations within 20 working days
- We will agree timescales with you for responding
- We will provide written responses to all of our complaints in a format to suit you
- We will consider any reasonable adjustments requested to help you progress your complaint
- We will always provide details of your right to seek advice from the Housing Ombudsman or the Local Government and Social Care Ombudsman
- We will publish our annual self-assessment against the Housing Ombudsman Code
- We will publish quarterly performance on our website
- If you feel you would like help from an advocate, we will put you in touch with an engaged resident who will work with you to navigate the complaints process

## Heart Values

- We will treat you with respect at all times
- We will be honest
- We will be transparent
- We will contact you in the way you want to be contacted