



**HILLINGDON**  
LONDON

## **Corporate Complaints Procedure**

**Updated 22 July 2013**

## **The Corporate Complaints Procedure**

The Council is committed to putting people at the centre of everything we do and we aim to provide the best possible service. However, we know that sometimes things can go wrong. If you are not happy with the service you have received from the Council then please tell us so that we can, where possible, sort out the problem.

Our Complaints Procedure operates as follows:

### **Informal Complaint**

We will try to resolve enquiries/concerns as quickly as possible by discussing the problem with you. If we can solve the problem at this stage we will do so. Please contact the service you are dissatisfied with directly, or through the appropriate Complaints Team.

#### **Stage 1**

We hope to resolve all complaints at Stage 1, please tell us what the problem is and what you would like us to do about it. We will write to you with our response within 10 working days.

We will acknowledge your complaint within 3 working days of receipt and tell you who is looking into it. We aim to give you a full reply within 10 working days and if we cannot finish our investigation in time, we will let you know.

#### **Stage 2**

If you are not happy with the outcome of your complaint at Stage 1, you can ask for your complaint to be reviewed. You will need to say why you are dissatisfied with the response at Stage 1 and what further action you expect.

We will acknowledge the complaint within 3 working days of receipt and tell you who is looking into it. We aim to give you a full reply within 10 working days and if we cannot finish our investigation in time, we will let you know.

#### **Stage 3**

If you are not happy with our response at Stage 2, you can ask the Chief Executive to look at your complaint. Just let the appropriate Complaints Team know that you want to do this and why.

The Chief Executive will acknowledge the complaint within 3 working days of receipt and will then review the previous decisions and decide if they were fair and reasonable. You should receive a response to your complaint within 15 working days. If we cannot complete it on time, we will let you know.

### **Taking your complaint further**

If your complaint is about Housing management matters, (but NOT Lettings) please see section 1 below. For all other matters see section 2.

## **Section One - Designated Person and Housing Ombudsman**

If your complaint is about a tenancy, leasehold, or other housing management issue, there are two further steps

### **Step 1 Designated person for local resolution**

To promote complaints being resolved before involving the Housing Ombudsman, from April 2013, Registered Housing Providers complaints should be addressed to a 'designated person'. This can be your Councillor, MP or a Tenant Panel recognised by the Council. They will decide whether to consider the complaint and help resolve it, and they will talk to you about the issues and try to find a solution. If they do not feel that they can resolve it, they may refer the complaint to the Ombudsman. In any event, if 8 weeks elapse after your request to the designated person, you can go direct to the Housing Ombudsman

### **Step 2 Housing Ombudsman**

The Housing Ombudsman Service is set up by law to look at complaints about registered providers of social housing and their service is free, independent and impartial. They will expect to see that the designate person step has been taken before taking on your complaint. The contact details of the Housing Ombudsman are:

Housing Ombudsman Service,  
81 Aldwych,  
London  
WC2B 4HN.

Telephone 0300 111 3000  
Fax 020 7831 1942  
Email [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

## **Section 2 - Local Government Ombudsman**

If your complaint is about any other Council service, and you feel we have treated you unfairly, you can complain to the Local Government Ombudsman. The Ombudsman is an independent watchdog which makes sure that all councils act fairly and follow their own policies and procedures. The Ombudsman will usually only consider your complaint following the Chief Executive's review at stage 3.

You can contact the Local Government Ombudsman at:  
Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

Telephone: 0300 061 0614 (Mon-Fri 8.30am to 5pm)  
Text: 0762 480 4299  
Online: [Local Government Ombudsman's Online Complaint Form](#)

