

SPITALFIELDS HA

COMPLAINTS PROCEDURE

SHA aims to provide a high standard of service to its tenants and customers. The Tenants Handbook is a useful guide to refer to as it explains the obligation of the Association and our standard levels. We hope that you do not have a complaint about our service. However, for your information we explain below exactly how our complaint procedure works.

What is a complaint

A complaint is when you tell us you are dissatisfied with a particular aspect of our work. For example if you believe that we failed to do something that we undertook to do, or we made a wrong decision.

Who can make a complaint?

Any tenant, applicant for housing, customer or client who receives service from the Association.

How do I make a complaint?

To deal with a complaint fairly, SHA has a procedure for you to follow:-

Stage 1

If you have a difficulty that has not been resolved you can make a complaint by completing a Complaints Form which is available from this office. Once this form is completed please return it to your Housing Officer who is usually the best person to solve the problem. They should respond to your complaint within 10 working days.

Stage 2

If you are not satisfied, following Stage 1, or your Housing Officer has not responded then you can contact the Housing Manager. The Housing Manager may suggest a meeting to discuss your complaint in more detail. After an investigation you will receive a written reply within 14 working days.

If you are still not happy you can appeal against this decision.

Stage 3

If you are still dissatisfied then you can make an appeal to the Chief Executive and a Board

member.

You should make this appeal in writing for the attention of the Chief Executive. The circumstances of the case will be considered together with the action taken and you will receive a written decision within 28 days.

The decision at this stage is final.

OMBUDSMAN

If you are not happy with the response from the Chief Executive you can take your complaint to the Housing Association and Tenant Ombudsman Service (HATOS). Their role is to ensure the Association has acted fairly and within its procedures. They will only deal with your complaint if you have been through your landlord's full complaints procedure.

The Ombudsman can be contacted at:-

Norman House
105 – 109 The Strand
London WC2R 0AA

Information regarding this service is available in this office.

The complaints procedure is there to ensure that problems are investigated and answered as quickly as possible.

I hope this information is of interest, however we hope that the majority of complaints can be resolved promptly in a spirit of understanding and cooperation.