

How do I complain?

What is a complaint?

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What will happen next?

What is complaint?

A complaint under our procedure is defined as “an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by South Lakes Housing or their staff affecting an individual”;

How to complain

You can make a complaint

- In person 
- By telephone 
- In writing 

Enquiries, requests for service, information or explanation of SLH policies or practices are not treated as complaints

We will try to resolve these issues immediately, where the matter cannot be resolved by the person you speak we will

- give you a full explanation within **3 days** or,
- acknowledge your enquiry within **3 days** and
- Provide a full explanation within **10 days**

If you are still not satisfied we will write to you again to tell you that your letter is being treated as a formal complaint and has been passed on to the Chief Executive to deal with,

this is

Stage 1 of our Formal Complaints Procedure

It is best if details of your complaint are sent to the Chief Executive in writing.

- Your complaint will be logged and passed on to someone who is qualified to respond to you

- The Chief Executive will acknowledge that he has received your complaint within **3 days**
- The manager of the department dealing with your complaint will send you a written explanation within **10 working days**, and a copy of the response will be sent to the Chief Executive for central logging
- If you have complained directly to a Department, the manager will copy the complaint and our response to the Chief Executive for central logging.

If you are still not satisfied you can ask the Chief Executive to independently review the complaint that is

Stage 2 of our Formal Complaints Procedure

You can either write yourself or you can ask the Departmental Manager to pass your complaint to the Chief Executive .

- The Chief Executive will acknowledge that he has received your complaint within **3 days**

- The Chief Executive will review the case, carrying out appropriate investigations, requesting information and interviewing those people involved
- The Chief Executive will write to you telling you the findings of the review **within 15 working days if possible, or with further acknowledgement that your complaint is still being dealt with**
- The Chief Executive will explain how you can complain through the Local Government Ombudsman if you are still not satisfied.

Ombudsman Complaints (Stage 3).

If you are still dissatisfied you can complain to the Local Government Ombudsman. Information on how to do this is available in our Reception, by telephone or we can post a leaflet out to you.

Complaints can be made at any of the following offices:-

Little Aynam House
Little Aynam
Kendal
LA9 7AH
 01539 717717

The Town Hall
Queen Street
Ulverston
LA12 7AR
 01229 584424

The Old Courthouse
Church Street
Ambleside
LA22 0BT
 015394 33631

This booklet can be made available in large print, braille and audiotape. Please ask at any of our offices or telephone 01539 717717. You can also look at our website on www.southlakeshousing.co.uk