

# How do I complain?

*What is a complaint?*

*How do I complain?*

*What will happen next?*



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An independent and accountable tenant-focused organisation  
working within the community for the community.



## What is a complaint?

A complaint under our procedure is defined as “when a customer expresses dissatisfaction about the work of South Lakes Housing and wants corrective action to be taken”

## How do I complain?

You can make a complaint:

**In Person**

**By Telephone:** 01539 717713

**By Fax:** 01539 717716

**By E-mail:**

[info@southlakeshousing.co.uk](mailto:info@southlakeshousing.co.uk)

**By Post:**

South Lakes Housing, Little Aynam House, Little Aynam, Kendal, Cumbria LA9 7AH

**Via our Website:**

[www.southlakeshousing.co.uk](http://www.southlakeshousing.co.uk)

### **Speak to a member of our staff in person or on the telephone.**

It is often quicker and easier to speak to someone about a complaint. We have trained our staff in taking a customer complaint. You can complain either at our offices or by telephoning 01539 717713.

We will try to resolve these issues immediately, where the matter cannot be resolved by the person you speak to we will tell you that your complaint is being dealt with as a formal complaint and has been passed on to the Chief Executive. When we receive a complaint in writing or via email or we cannot resolve a verbal complaint we move to:-



# Formal Complaints Procedure

## Stage ①

- ▶ Your complaint will be logged and we will give you a reference number
- ▶ Your complaint will be given to someone who is qualified to respond to you
- ▶ We will acknowledge that we have received your complaint within **2 working days**
- ▶ The manager of the department dealing with your complaint will send you a written explanation within **5 working days**, and a copy of the response will be sent to the Chief Executive for central logging.
- ▶ If we need to make further investigations, we will let you know in writing and tell you when we will be able to give you a full reply (usually this will be within **10 working days**, however if we have to involve outside organisations, it may take up to **28 working days**).
- ▶ 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 your complaint. You have 28 days to do this.

## Stage ②

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 request to independently review your complaint within **2 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 the findings of his review within 15 working days if possible or with further acknowledgement that your complaint is still being dealt with.

If the customer is not satisfied with the answer they receive, they have the right to appeal to the Board of South Lakes Housing. Appeals to the Board must be submitted to the Chief Executive within 21 days of his response being sent.

## Stage ③ -

You can either write yourself or you can ask the Departmental Manager to pass your request for an Appeals Panel to the Chief Executive.

- ▶ The Chief Executive will acknowledge that he has received your request for an Appeals Panel within **5 days**.
- ▶ The Chief Executive will refer the complaint to an Appeals Panel who has been appointed by the South Lakes Housing Board of Directors
- ▶ The Appeals Panel will carry out a thorough examination of your complaint. The Chief Executive will let you know their decision within **21 working days** of the review.

If you are still dissatisfied you can complain to the Local Government Ombudsman.

## Stage 4 – Ombudsman Complaint

The Chief Executive will explain how you can complain through the local Government Ombudsman if you are still not satisfied.





## Further information

Complaints can be made at any of our offices - details at the bottom of this page.

You can get a copy of this document in different formats such as large print, Braille, audio, or in a different language by calling **0845 057 0080**.

Pode obter uma cópia deste documento em vários formatos, como por exemplo em Braille, áudio, ou numa outra língua. Para tal ligue para o 0845 057 0080.

如果您想获取该文件的不同版本，如：大字体印刷、盲文、音频或不同语言版本，请致电：**0845 057 0080**。

Paskambinę telefonu **0845 057 0080**, galite užsisakyti šio dokumento kopiją įvairiais formatais, pavyzdžiui, atspausdintą dideliu šriftu, Brailio raštu, užsisakyti garso įrašą arba gauti dokumentą, išverstą į norimą kalbą.

Aby otrzymać kopię tego dokumentu w innych formatach, takich jak duży druk, druk Braille'm, audio, lub w innym języku proszę dzwonić pod numer **0845 057 0080**.

**0845 057 0080**'u arayarak, bu dokümanın bir kopyasını büyük puntolu, körler için kabartmalı, ses dosyası gibi değişik formatlarda veya farklı bir dilde edinebilirsiniz.

আপনি **0845 057 0080** -এই নম্বর ফোন করে, বিভিন্ন ফরম্যাট যেমন বড় প্রিন্ট, ব্রেইল, অডিও বা একটি ভিন্ন ভাষাতে এই নথিটির একটি কপি পেতে পারেন।

### Registered office address:

Little Aynam House  
Little Aynam  
KENDAL

Cumbria LA9 7AH

Tel: (01539) 717 717

Fax: (01539) 717 716

Email: [info@southlakeshousing.co.uk](mailto:info@southlakeshousing.co.uk)

### Area office address:

Town Hall  
Queen Street  
ULVERSTON

Cumbria LA12 7AR

Tel: (01229) 584424

### Central Tel:

**0845 057 0080**



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[www.southlakeshousing.co.uk](http://www.southlakeshousing.co.uk)



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