

Complaints Procedure

At Elizabeth Court we aim to provide high-quality accommodation that tenants value and are happy with. Tenants should always tell us if they have a problem or issue in their home. Reporting an issue – such as asking for a repair – is a service request. It is not a complaint.

However, if a tenant considers that the Association has breached the Tenancy Agreement, is failing to meet its obligations under it, or has been given poor service by the Association, a tenant may complain. We will follow the current best practice Complaint Handling Code - as set out by the Housing Ombudsman – to handle any complaints from tenants effectively.

If you do have a complaint, please be clear about what you think has gone wrong and tell us:

- when you first reported the issue
- any actions we have taken since
- what you think we should have done
- what impact this has had on you/your household

Please send your complaint to: sitemanager@elizabeth-court.org.uk. Alternatively, you can present your complaint in writing to the Site Office.

The Site Manager will pass any complaint to the Member Responsible for Complaints on the Management Committee. Please note that the Site Manager's working hours are 8am to 4.30pm, Monday to Friday.

Stage 1

- Your complaint will be acknowledged within 5 working days of it being received.
- We will reply - in writing - within 10 working days of the date the complaint was acknowledged.
- We will let you know as soon as possible if we cannot meet these timescales, the reasons for this, and when we will respond. This will be no more than a further 10 working days.

Stage 2

If you are unhappy with the Stage 1 response, you can ask that we take the complaint to Stage 2. This will be our final response. To progress a complaint to Stage 2 you must clearly set out:

- Why you are unhappy with the Stage 1 response.
- If you think we have missed or not considered any aspect of your complaint.

- Why you think any remedies offered at Stage 1 are not appropriate.
- What you would like us to do to put things right.

We will:

- Acknowledge your escalation request within 5 working days of receiving it.
- Reply in writing within 20 working days of acknowledging your request.

If you are unhappy with our Stage 2 response, you can take your complaint to the Housing Ombudsman for investigation. Please visit the Housing Ombudsman website – housing-ombudsman.org.uk – to see what complaints they can consider.

The Housing Ombudsman can be contacted by:

Telephone: 0300 111 300*

By post: Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

Housing Ombudsman [Online complaints form](#)

*Monday, Tuesday, Wednesday: Friday 9am to 5pm
Thursday: 9am to 3.30pm