

# ReSI Housing

## Our guide to Complaints



We acknowledge that sometimes things may not go right and when this happens, we want you to tell us so we can make amends as quickly and effectively as possible and learn from any mistakes.

Although we are your landlord, all our properties are managed by our expert partner property managers, and you should always contact them with any queries or to make a complaint about the service you have received.

Our property managers' complaints process is listed on their website and if you are unsure who they are please go to our website which will tell you who to contact.

We set high standards for the quality of service that we want you to receive, however if you are not happy with the services you have received either from us or property manager acting on our behalf, we are here to listen and help.

### How can I make a complaint

You, or someone acting on your behalf, can make a complaint in 3 easy ways:

- Complete our complaints form: [resi-housing.com/complaints/#log-a-complaint](https://resi-housing.com/complaints/#log-a-complaint)
- Email us at [complaints@resi-housing.com](mailto:complaints@resi-housing.com)
- Call us on 020 7382 0909

Please note that we require all complaints to be made within 12 months of the problem occurring.

### Formal Complaint procedure

Responses to formal complaints requires some degree of investigation and / or follow-up, and cannot therefore be resolved on an informal / .

### What is a complaint?

In line with the Housing Ombudsman Code, we define a complaint as an expression of dissatisfaction, however made, about the standard of service, action or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.

Let us know if you are unhappy with:

- Something we or our property manager has or has not done
- The quality of service you have received
- Anything else which relates to services either we provide or which our property manager provides to you on our behalf

Please note that we will not treat you any differently if you make a complaint to us.

If you need help understanding the content of this guide, require it in a different format or language, or if you just want some advice, please contact your property manager or the ReSI Homes team using the contact details provided.

# ReSI Homes Complaints Handling Overview

## Stage 1 - Complaint received

We will assess the nature of your complaint and may contact you to obtain further information.



We will acknowledge your complaint within 5 working days

We will investigate your complaint and within 10 working days send you a response **with a resolution**

**OR**

We fully investigate your complaint and within 10 working days send you a formal response explaining why the complaint **cannot be resolved** and provide an estimate time frame by when we will reach our decision (not more than further 10 working days)<sup>1</sup>



## Stage 2 - Complaint escalated

Your complaint will be reviewed by Resi Homes or the designated property manager



We will acknowledge your complaint within 5 working days

If you are dissatisfied with our response to your Stage 1 complaint you can escalate it to Stage 2 within 4 weeks of receiving the Stage 1 response.

We will provide a written response within 20 working days of the complaint being acknowledged detailing how we intend to resolve the complaint.

We will aim to resolve your Stage 2 complaint within 20 working days of receiving the request to escalate<sup>2</sup>

### Housing Ombudsman Service

You can approach the Housing Ombudsman at any time for independent advice on your complaint. The service was set up to resolve any disputes involving the tenants and leaseholders of social landlords. The service is free, independent, and impartial.

#### Housing Ombudsman Service

PO Box 152, Liverpool, L33 7WQ

[housing-ombudsman.org.uk](http://housing-ombudsman.org.uk)

0300 111 3000

[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Once your complaint has processed through our internal procedures, if you are still unhappy you can ask the Housing Ombudsman to review the complaint.

There are some instances where your complaint will not be considered, for example<sup>3</sup>:

- The issues to which the complaint refers to occurred more than 12 months ago
- The complaint does not meet the criteria described in our complaints definition or it falls under a category of a service or information request
- The complaint refers to an ongoing legal matter

**1.** In an exceptional circumstance: where we cannot respond to your Stage 1 complaint within 20 working days, we will contact you to discuss the delay and agree on a new timeframe.

**2.** If more time is required, you will be informed as soon as possible of an estimated time-frame by which a decision will be made, however we will resolve any Stage 2 escalations within 30 working days of receiving the request to escalate.

**3.** The full exclusion list is provided within the complaints policy