



What to do if

You want to complain



What to do when... you are unhappy with our service

Let us know if you are unhappy

We always strive to give you great service and to make sure that any of our contractors do so too. If you are unhappy, we always want to know and to try to put things right. This leaflet is a short explanation of how to complain and what we will do. **Full details and timescales are in our policy document which you can see on our website or let us know you would like a copy**

Step 1 - let us know

You don't have to do anything complicated or specific to make a complaint. Just let us know that you are not happy with something that has happened - or something that didn't happen - or perhaps the way you were treated by us or by our contractors.

You can let us know:

- on the phone
- by email
- by text message
- through the portal
- in writing
- in person
- through a third party

Basically, whatever works for you is fine for us

We will acknowledge your complaint within 5 working days.

Step 2 - Investigation

We have a two stage process for looking into complaints.

At Stage 1, we will acknowledge your complaint, clarify what you would like us to do to put things right.

We will give you a full response within 10 working days of our acknowledgement.

If you let us know that you are dissatisfied with our response, we will acknowledge this within 5 working days and a more senior member of our team will review the complaint issues at Stage 2 of our process. They will seek to clarify why you remain unhappy and whether we have fully dealt with all of the issues that you raised in a fair, honest and helpful way.

We will fully respond within 20 working days of you letting us know you want the review.

Step 3 - Ombudsman

If you are still unhappy after our stage two review, you can ask the Housing Ombudsman Service (HOS) to review the complaint.

The HOS exists to improve residents' experience and lives and the services that organisations like PHA provide - through housing complaints.

You can make contact with the HOS at any time but the service will usually expect you to give us a reasonable chance to resolve the issue. If we are not responding or taking your concerns seriously, you can reach out to them and they will be happy to help.

You can contact the HOS online at www.housing-ombudsman.org.uk or by phone at [0300 111 3000](tel:03001113000) or by post at PO Box 1484, Unit D, Preston PR2 0ET

