

Making a Complaint

We want you to be satisfied with the services we provide, but we know that sometimes things go wrong. It's then that you may need to get in touch with us to make a complaint.

How to make a complaint

 customer.services@coophomes.coop

 <https://www.coophomes.coop/about-us/compliments-and-complaints/log-a-complaint-online/>

 Co-op Homes, 8 Waldegrave Road, Teddington TW11 8GT

When you contact us with a complaint, we'll try to put things right and fix what's gone wrong by the end of that day. If that's not possible or the matter needs further investigation, we'll log and acknowledge receipt of your complaint within 5 working days*. If we're unsure about the specific nature of your complaint, or whether its covered by our Complaints Policy, we'll ask you to clarify it and tell us the outcome you're expecting within those first 5 days*. On receipt of your response, we'll pass it on to a Complaints Officers who will let you know the results of their investigation and their decision within 10 working days*. This is called Stage 1.

Not satisfied with our response?

If you're unhappy with the outcome of the investigation you can ask for it to be reviewed by the Managing Director setting out your views of our decision. This will follow the same process as your initial complaint. We'll review our response at Stage 1 to check that it was fair and set out any new actions if they're required and will send you a summary report setting out our final decision. The Managing Director will respond to you within 20 working days* of your request for a review. This is Stage 2 and concludes Co-op Homes' Complaints Procedure. To have your complaint reviewed and escalated to Stage 2 just contact either the person who dealt with your complaint initially or use the contact details at Stage 1.

* If we're unable to respond within the timescales we'll let you know our reasons for this and how much extra time is needed.

The Housing Ombudsman

If you're still dissatisfied at the end of the complaints procedure, you may refer the matter to the Ombudsman. The Housing Ombudsman Service is an independent organisation that offers a free and fair way of dealing with complaints against housing organisations. You may access the Housing Ombudsman Service when you wish to and not just when you've exhausted CHS's complaints process. The Housing Ombudsman Service can assist customers throughout the life of a complaint.

<https://www.housing-ombudsman.org.uk/contact-us/>. Telephone: 0300 111 3000.
Email: info@housing-ombudsman.org.uk

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