

TENANTS COMPLAINTS PROCESS

Your Rights

Tenants have the right when not happy with a service provided by St Annes to make a complaint. Sometime they can be resolved straight away, sometimes we need to formally investigate.



REPORT



How to Report

To make a complaints you can:

Email: quality@st-annes.org.uk

Tel: 0113 2435151

Tell a member of the St Annes team

We will

Log this as a complaint to our Complaints Officer and send you a letter to acknowledge this



STAGE ONE

Our complaints officer will investigate the issues raised and provide an outcome to you within 7 working days

STAGE TWO

If you are still unhappy you can escalate your complaint to Stage 2 where it will be reviewed by a Director. The Director will investigate and provide an outcome within 20 days.

HOUSING OMBUDSMAN

If you remain unhappy you have the right to take your complaint to the Housing Ombudsman who can be contacted on the telephone: 0300 111 3000 or via: www.housing-ombudsman.org.uk