Two Rivers Housing



Compliments and complaints

www.tworivershousing.org.uk

You're Home Now.



How to use our complaints process

We are always happy to receive feedback from anyone who uses our services so we can monitor our standards. We keep a record of all compliments and complaints received as we are constantly looking at ways to improve our service. We value what you think, even if it's a complaint, as both positive and negative feedback is extremely useful to us.

In this leaflet you will find information on our complaints process including:

- Who can comment or complain about our services.
- How to make a complaint or share a compliment.
- How we handle complaints.
- Information about the Housing Ombudsman Service.

Who can comment or complain about our services?

Anyone who uses our services can comment on or complain about them. You can also raise an issue with your local MP who can contact us on your behalf – this would follow a different process to the one outlined in this leaflet.

What are compliments and complaints?

To us, **a compliment** is any sort of praise.

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by us, our team, or those acting on our behalf, that affects a tenant or group of tenants.

We will not consider a complaint if:

- The issue occurred more than 12 months ago.
- Legal proceedings have started.
- It relates to a personal injury claim.
- We have looked at the issue before under our complaints policy.
- You are making a service request (unless there is a failure in service).

Service requests

A service request is when you ask for something to be done, such as:

- Requesting a repair in your home.
- Asking for information about your tenancy or rent account.
- Reporting an issue for the first time, like a repair.
- Reporting anti-social behaviour or neighbourhood issues.

Service requests are part of the regular services that we offer. **These are not usually treated as complaints unless there is a failure in our service.**

However, if your service request is not handled the right way, or dealt with in a reasonable time, you can escalate the issue and make a formal complaint.

How can you make a comment or complaint?



You can contact us:

- in writing
- by phone
- in person
- by email
- through one of our official social media accounts
- on our website: www.tworivershousing.org.uk

Why should you bother to make a compliment or complaint?

Your feedback is important to us. If you let us know how you feel about our services, we can look to make improvements to our policies or service standards or keep doing things you think are working well.

Will anything happen if you make a compliment or complaint?

- If we have made a mistake or have not met our policies or service standards, we will acknowledge this and do our best to put the situation right.
- We always pass compliments on to the people concerned.
- If we can use your remarks to change or improve our services, we will try to do so.

What happens after you make a complaint?

Our customer experience team will contact you to ensure we have the full information.

We have a set, two-stage process for dealing with complaints in line with the Housing Ombudsman's Complaint Handling Code, which is a statutory requirement. These stages are explained below:

Stage 1:

We will acknowledge your complaint within five working days of receiving it and tell you the name of the manager dealing with it. The five days will begin **the next working day** after we have received your complaint. The day we receive it is classed as day zero.

You will normally receive a full written response within **10 working days** of the date your complaint was acknowledged. We hope to be able to resolve most complaints at this stage.

Stage 1 extensions

We aim to resolve your complaint in a timely manner. However, sometimes we will need to take a bit more time to thoroughly investigate all aspects of your complaint. If needed, we will extend the stage one timeframe by **up to 10 days**.

We will only extend the timeframe if there's good reason, and the reason(s) will be clearly communicated to you in accordance with the Housing Ombudsman Complaint Handling Code.

Stage 2:

If you believe our stage one response does not answer your complaint, you have the right to request a further review. The request must be made within **20 working days** of the date of our response letter.

If you want to do this, we will talk to you to understand the reasons that you disagree with or are unhappy with our decision.

If your complaint is moved to stage two, we will write to you and tell you the name of the person dealing with it. You will normally receive a full written response from them within **20 working days** from when you asked for your complaint to be moved to stage two.

Stage 2 extensions

We aim to resolve your complaint in a timely manner. However, sometimes we will need to take a bit more time to thoroughly investigate all aspects of your complaint. If needed, we will extend the stage two timeframe by **up to 20 days**.

We will only do this if there's good reason, and the reason(s) will be clearly communicated to you in accordance with the Housing Ombudsman Complaint Handling Code.

If you remain dissatisfied with the outcome of your complaint following our stage two review, you can refer the matter to the Housing Ombudsman. More details are on the next page.



Housing Ombudsman

You can seek the help of the Housing Ombudsman Service at any time.

If you request its help before your complaint has been logged with Two Rivers Housing, they will log it with us on your behalf and we will handle your complaint in the usual way, starting at stage one.

Private homeowners can seek advice from the Ombudsman, but it is unlikely that the Ombudsman will review these cases as they do not consider complaints from private tenants.

You can find more information about the Housing Ombudsman on its website: **www.housing-ombudsman.org.uk**

How to contact the Housing Ombudsman

You can contact the Housing Ombudsman directly at:

The Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

Phone: 0300 111 3000 (Mon to Fri from 9am to 5pm)
Email: info@housing-ombudsman.org.uk
Fax: 020 7831 1942

Our promises to you

When we are dealing with your complaint, we will look to see if we need to review any of our policies or service standards as a result.

We will also make sure we:

- deal with your compliment or complaint as quickly as we can.
- keep you up to date with our progress as appropriate.
- keep a record of your compliment or complaint.
- are polite and helpful.

If you do not give us your name when you make a complaint, we will still consider your complaint and take appropriate action, dependent upon the circumstances.

If we have made a mistake, we will acknowledge this and apologise. We will also make sure, wherever possible, that it does not happen again. If appropriate, we will offer you compensation. However, we also reserve the right to refuse or handle complaints in a different manner, if we believe they are vexatious or unreasonable.

Contact us

Telephone: **033 33 55 44 33**
Website: **www.tworivershousing.org.uk**
Email: **customerservices@2rh.org.uk**

If you would like this leaflet in large print or audio CD, please call us.

TwoRiversHousing

V8 (November 2026)