



COMPLAINTS POLICY

Updated

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EMSH COMPLAINTS PROCEDURE

1. HOW TO COMPLAIN

You can make a formal complaint against EMSH if you are unhappy with:

- A decision the housing association has made about your case
- The quality of service provided by the housing association
- The length of time the housing association is taking to do something for you.
- How the housing association has behaved towards you.

We will always tell you who is dealing with your complaint. Our complaints procedure has two stages:

2. STAGE ONE

Send your complaint to **complaints@emsh.org.uk** or fill out a complaint sheet available from the office.

Your complaint letter or form should explain

- Why you are complaining
- How the housing association has failed you and
- What you think should be done to resolve the situation.

We aim to resolve complaints quickly and this could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action to resolve the problem.

We will give you our decision at Stage One within five working days or less, unless in exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why. If you are still dissatisfied, you can ask for your complaint to be investigated further through stage two. You may choose to do this immediately or sometime after you get our initial response. We can help you with making this request.

3. STAGE TWO: INVESTIGATION

Stage two deals with two types of complaint: those that have not been resolved at Stage one and those that are complex and require detailed investigation.

When using Stage two we will:

- Acknowledge receipt of your complaint within three working days.
- Discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for.
- Give you a full response to the complaint as soon as possible and within 10 working days.

If our investigation will take longer than 10 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

4. WHAT IF I AM STILL DISSATISFIED?

If you are still unhappy then you can complain to the Ombudsman or apply for a Judicial Review.

We would recommend you visit citizens advice bureau for more information and guidance in helping to complain further.