Tower Hamlets Homes logo**Complaints**

**This process is followed for any complaint registered before the 28 August 2018**

When we receive your complaint we will acknowledge this within two working days and pass it on to the relevant service area.  We will also tell you who is dealing with it and when you can expect to receive a reply, if it is going to be longer than five days. We aim to provide a full response in 10 working days – and more quickly if the matter is really urgent.

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| **Stage 1**  **Investigation** |
| If you are not satisfied with the outcome of your initial contact with us, you can make a formal complaint through our website, phone, writing or visiting one of our offices. We hope to resolve all complaints at stage 1, and once we have looked into your complaint we will write to you with our response within 10 working days. |

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| **Stage 2**  **Review** |
| If you are not happy with the answer you received at stage 1, you can ask for a review. We will acknowledgement the complaint within two days of receipt and tell you who is looking into it. We aim to give you a full reply within **20 working days** at stage 2. If we can’t finish our review in time, we will let you know and tell you why. |

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| **Stage 3**  **Independent Review by the Council** |
| If you are still not happy with our response at stage 2, you can ask for an independent review. This is carried out by the London Borough of Tower Hamlets Corporate Complaints Team. You will need to tell them why. A Senior Officer will review the previous decisions and decide if they were fair and reasonable. Again, they will aim to deal with your complaint within **20 working days.** If they can’t complete it on time, they will tell you why. |

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| **The Housing Ombudsman** |
| If you are still not happy with how we have dealt with their complaint, you have the right to have it reviewed by the Housing Ombudsman. If the complaint is related to the allocations process, then the complaint can be referred to the Local Government Ombudsman.  They will investigate the complaint and gather evidence from both sides of the case to help them reach a decision. Their powers are similar to those of a court to get evidence. They will keep you and THH up to date with the results of the investigation. The decision of the Ombudsman is final and there is no right of appeal. THH will be bound by their decision.  Their contact details are:   |  |  | | --- | --- | | **Housing Ombudsman Service**  Exchange Tower  Harbour Exchange Square  London, E14 9GE  Tel: 0300 111 3000  info@housing-ombudsman.org.uk  [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk) | **Local Government Ombudsman Service**  Beverley House  17 Shipton Road  York  YO30 5FZ | |