
Complaints – Our commitment to you

When you complain about our service, our first response is to try and put things right immediately, without the need for an investigation or a formal written response. If you simply want the issue resolved, your enquiry will be allocated to a case handler, who will contact you to agree what we will do and confirm this to you in writing. We will then close the complaint.

Formal Complaints (Stage 1)

If your complaint is complicated or involves more than one service area, we will log a formal complaint.

We aim to reply in full to complaints within **20 working days**, but will always try to do so sooner. If we need more time we will let you know why, and how long it will take. The case handler will monitor your case until all promises made in our Stage 1 response are kept.

If you are not satisfied with our response to your complaint at Stage 1, please contact the case handler and they will work with you to put things right. Alternatively please contact us via contactus@thh.org.uk or 020 7364 5015.

Escalation to Stage 2

We hope that our response and follow-on actions resolve your complaint but if this is not the case you may ask for a review of the complaint at Stage 2. This will be carried out by Tower Hamlets Council. As part of this process, we may ask you why you are still not satisfied and what outcome you are hoping for. Where possible, we will aim to resolve your concerns before escalating for a review.

You can also contact the Council's Information Governance and Complaints Service directly:

Online: www.towerhamlets.gov.uk/ign/council_and_democracy/complaints

Telephone: 020 7364 4161

Post: Complaints,
Town Hall, Mulberry Place
5 Clove Crescent
London, E14 2BG

The council try to reply in full to complaints within **20 working days**, but if they need more time to investigate, they will let you know why and how long it will take, up to a maximum of **30 working days**.

The outcome of the stage two review represents the end of our internal complaint process.

Housing Ombudsman Service

You have the right to contact the Housing Ombudsman service at any point if you are having difficulty reporting your concerns or are dissatisfied with the service you receive.

You may also ask the Housing Ombudsman Service to investigate your complaint if you remain dissatisfied with the outcome at the end of our internal process. In accordance with the Localism Act 2011, before approaching the Housing Ombudsman, you will need to contact a designated person who can refer a complaint to the Ombudsman or review a complaint themselves. This can be an MP or a local Councillor.

Alternatively, once eight weeks has passed since the complaint was closed, you can approach the Housing Ombudsman directly.

The contact details for the Housing Ombudsman are:

Housing Ombudsman Service
PO Box 152
Liverpool L33 7WQ
info@housing-ombudsman.org.uk

More information on our complaints policy, information on compensation and insurance claims can be found by visiting <https://www.towerhamletshomes.org.uk/about-us/feedback>