

Complained to your landlord?

Need to take it further?



Housing
Ombudsman
Service

How the Ombudsman can help

Making a complaint to your landlord

We can usually only consider your complaint when you have gone all the way through your landlord's own complaints process. This enables the landlord to respond and try to put things right.

This is how to complain to the landlord:

- ***Ask your landlord for a copy of its complaints procedure.***
- ***Write out your complaint, date it and head it 'formal complaint'.***
- ***Make your complaint as soon as possible. Some procedures allow only a short time to complain after a problem has happened. If you don't make a formal complaint early, you may miss your chance.***
- ***Ask your landlord to reply in writing.***
- ***Keep copies of all your letters and the landlord's responses.***
- ***If the problem is not resolved use the next stage of the complaints procedure. Explain why you are not satisfied with the response, and what you would like considered.***

If you need help taking your complaint through your landlord's complaints procedure, you should contact a Citizens Advice Bureau, residents' association, or other local advice centre.

If the problem still has not been resolved when you have been through all the stages of the formal complaints procedure and have received the final response, you have the right to bring your complaint to us.



Contacting us for help

Before you have completed your landlord's complaints procedure

We can give you information and advice that will help you use your landlord's complaints procedure. But it's up to you to take it through that procedure – we can't do it for you.

When you first contact us, we aim to get back to you within 3 weeks. We will try to give you advice or information that will help you get things moving, or we will let you know how else we can help.

Making a complaint to us

After you have completed your landlord's complaints procedure

When you have completed your landlord's complaints procedure you can bring your complaint to the Ombudsman. If you find it difficult to use our Service, please let us know and we will try to make things easier for you.

- ***Fill in one of our complaint forms.***
- ***Send us a copy of the final response from the landlord and any other documents about your complaint.***



Please tell us what went wrong and what you would like to happen to put things right.

To get a complaint form, contact us or visit our website and fill in the form online. Using our form will ensure you give us the information we need and help us respond more quickly.

First we will check that you have completed the landlord's complaints procedure. Then we will check whether we can consider your complaint. We can only look at your complaint if the law allows us to.

The law sets time limits on when we can consider complaints. So you should raise a formal complaint with the landlord as soon as possible, and then bring your complaint to us promptly when the landlord's complaints procedure is finished.

We will need to find out how your landlord responded to your complaint. We may ask you and your landlord for more information.

Every investigation is different. Although we can deal with some cases in only a few weeks, others take a long time while we gather all the facts. We do try to deal with complaints as quickly as possible and will keep you informed about the progress of your case.



Housing Ombudsman Service

The Housing Ombudsman is set up by law to look at complaints about housing organisations that are registered with us, including housing associations and other landlords, managers, agents and other providers of housing. Our service is free, independent and impartial.

If you think your landlord has provided a poor service or managed your home badly, we can look at your complaint. We can also advise landlords on how to run an effective complaints procedure.

Please contact us if you want advice, a complaints form or more information about the Service, or to find out whether your landlord is registered with us. We will be happy to discuss your situation with you. You can contact us on 020 7421 3800.

All our leaflets are available in different languages and formats.

What the Ombudsman does

The Ombudsman has the power to consider complaints and decide what is 'fair in all the circumstances of the case'. When things go wrong we can make orders or recommendations to put things right or to improve services in the future.



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