

Our address

Homes Housing Association Limited
Walter Moore House, 34 Dudley Street
West Bromwich B70 9LS
Tel: 0121 500 2828
www.adullam.org.uk



A complaint is different to any everyday enquiry such as reporting repairs or reporting antisocial behaviour. Examples of complaints covered by this policy include:-

- a complaint that we have treated you unfairly
- we have failed to do something that we should have done
- we have not carried out a repair properly

We will investigate issues relating to Anti Social Behaviour or safeguarding concerns under the policies that Adullam has specifically for these issues.

Please pass this leaflet to a member of staff, or alternatively post it to:

FREEPOST: ADULLAM HOMES HOUSING ASSOCIATION LTD

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.



**How to make a suggestion,
complaint or pay a
compliment**



Stage One—first response— “Putting it right”

Your complaint will be acknowledged within 5 working days and our decision response within 10 working days.

We want to find a quick and effective solution to your complaint, and we expect most complaints to be resolved at this stage. If we can resolve things for you at this stage, we will class your complaint as resolved and no further action will be required.

If we can't put things right at the first response stage you can ask us to move your complaint to the next step, Stage Two. This should be done within 10 working days of the Stage One decision response.



Stage Two—Investigation Review

Your complaint will be acknowledged within 5 working days and our decision response within 20 working days.

An Independent Manager will carry out a review of your complaint if you can explain how you meet one or more of the following criteria:

- All or some of the points on your complaint have not been investigated

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- All or some of the agreed actions have not been carried out or carried out to a less than satisfactory standard within the agreed timescales
- Adullam have not responded to your complaint within the agreed timescales

You can contact the Housing Ombudsman following Stage Two decision if you remain unsatisfied. We will provide you with the relevant contact details and process.

Full name:

Address:

Postcode:

Email:

Tel/Mobile:

How would you like us to contact you?

How to take things further

Following Stage Two you can contact the Housing Ombudsman using the contact details provided below. At any stage an advocate from the scrutiny champions can be requested for additional support.

Housing Ombudsman Service

Complaint form: Fill in the [online complaint form](#)

Email: info@housing-ombudsman.org.uk

Phone: 0300 111 3000

Write: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

Website: www.ihos.org.uk

If you have a complaint about your support service, you may wish to take your complaint to your local council, children's commissioner, or other funding organisation.