

## Our address

Adullam Homes Housing Association Limited,  
Walter Moore House,  
34 Dudley Street  
West Bromwich B70 9LS

Tel: 0121 271 0789  
[www.adullam.org.uk](http://www.adullam.org.uk)



A complaint is different to any everyday enquiry such as reporting repairs or reporting anti-social behaviour.

Examples of complaints covered by our Complaints Policy include:-

- a complaint that we have treated you unfairly
- a complaint we have failed to do something that we should have done
- a complaint 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.

### Ways to complain

You can make a complaint in the following ways:

- Speak to a member of staff
- Complete the form on our website
- Complete this leaflet and hand it to a member of staff
- Call us on 0121 271 0789

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



**Adullam**  
Homes Transforming Lives

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



## Making a compliment, suggestion or complaint

If you have a complaint, speak to a member of staff. You can ask someone else to speak for you. If your complaint is something we can deal with right away, we will do so, at this first stage. We will usually only investigate a complaint made within 12 months of an issue taking place.



**Problem not solved?** At stage 2 we will write down your complaint and carry out an investigation. We will write to you within 5 working days to tell you who will be investigating your complaint and how it will be dealt with.

## What happens next?

**Within 10 days**, we will do our best to resolve your complaint and we will write to you to let you know the outcome of the investigation. You then have 28 days to appeal if you are not happy with the result.



If you are still not happy, at stage 3 you can ask for a review of your complaint. A senior manager will carry out a review if:-

- all or some of the points on your complaint have not been investigated
- all or some of any actions agreed have not been carried out or have been carried out to an unsatisfactory standard
- we have not responded to your complaint within the timescales we agreed.



If a review is allowed, it will be carried out by an independent manager and investigated within 20 working days. You will get a letter outlining the timescales.

Full name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_

Email: \_\_\_\_\_

Tel/Mobile: \_\_\_\_\_

How would you like us to contact you? (Please tick)

Email

☐

Call

☐

## How to take things further

### If you want to take your complaint further

If a complaint has been through Adullam's internal complaints procedure and still not been resolved, you have the right to ask for your complaint to be looked at by a scrutiny panel.

The internal scrutiny panel is made up of a number of Adullam tenants who have had special training to enable them to consider complaints under this process.

You can also contact the Housing Ombudsman Service at any time.

### Housing Ombudsman Service

#### To contact the Housing Ombudsman Service:

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

**Email:** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

**Phone:** 0300 111 3000

**Write:** Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET.

**Website:** [www.housing-ombudsman.org.uk/](http://www.housing-ombudsman.org.uk/)

If you want the Housing Ombudsman to investigate your complaint, you have to have gone through Adullam's process first.

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