



Putting it right

Our approach to complaints





We're sorry if we didn't meet the high standards we set ourselves.

Complaints help us learn and understand where we've gone wrong.

This leaflet explains what you can do to report something to us and the different stages of our complaints resolution process.



GET IN TOUCH WITH US

If you're unhappy with any part of our service, we want to hear from you. We're here to help and will always do our best to put things right.

You can contact us in the way that suits you best.

 You can call us on:
0300 303 1066

 Email us at:
HELLO@SOUTHERNHOUSING.ORG.UK

 Visit us at:
WWW.SOUTHERNHOUSING.ORG.UK/CONTACT

 Or write to us:
**SOUTHERN HOUSING, BUILDING 800, GUILLAT AVENUE,
KENT SCIENCE PARK, SITTINGBOURNE, ME9 8GU**

Sign up for our new Online Account

No need to wait to call us, login to Online Account at anytime.



WWW.SOUTHERNHOUSING.ORG.UK/ONLINE



HOW WE HANDLE COMPLAINTS

We look at every complaint individually and aim to resolve things quickly and fairly.

If your concern is something we can sort out quickly - like a missed appointment - we'll offer an apology and a practical solution without needing to go through the formal complaints process.

If the issue needs more investigation, or if you'd prefer a formal approach, we'll treat it as a Stage One complaint.

If we decide not to take your concern forward as a formal complaint, we'll explain why clearly. You're always free to contact the Housing Ombudsman Service for independent advice - their details are listed below.



OUR COMPLAINT RESOLUTION PROCESS

1

STAGE ONE

When a complaint is made, we'll:

- acknowledge your complaint within five working days
- investigate the full details of what's happened
- find out how you'd like us to resolve it. We'll be clear what's possible and realistic and we'll focus on what we can do to help
- aim to respond within 10 working days of acknowledging your complaint (or explain if we need more time to investigate).

We'll do all we can to resolve your complaint at this stage. Please be assured our Complaints Team work closely with our service areas to pick up and address recurring issues. Our aim is to get it 'right first time'.



2

STAGE TWO REVIEW

If you're unhappy with our decision, we'll explore if there's anything further we can do, or you can ask us to review your complaint.

If you wish to progress to a review, we can do this once the stage one action plan is complete or within 20 days of our original complaint response. It's helpful if you can tell us why you remain unhappy, along with the outcome you'd like.

At the second stage, your complaint will be independently reviewed by a member of our complaints team who has had no previous involvement with your complaint.

We'll investigate your complaint and contact you with our final outcome within 20 working days of our stage two acknowledgement (or explain if we need more time to investigate).

If you still feel your complaint hasn't been resolved, you may wish to consider contacting the Housing Ombudsman.





HOUSING OMBUDSMAN SERVICE



The stage two review decision will be our final response to your complaint. If you remain dissatisfied with our response you can ask the Housing Ombudsman Service to review your complaint.

Before the Housing Ombudsman will investigate, you'll need to follow stage one and two of our complaints process.



🌐 You can find Housing Ombudsman Service contact details below, on our website, or at **www.housing-ombudsman.org.uk**

✍️ **Housing Ombudsman Service**
PO Box 1484,
Unit D,
Preston PR2 0ET

☎️ **0300 111 3000**

✉️ **info@housing-ombudsman.org.uk**



You can also contact the Housing Ombudsman Service for advice at any time or if you feel your complaint's not being managed appropriately.

🌐 For further information on our complaints policy please visit our website **www.southernhousing.org.uk/complaints**



CAN WE DO SOMETHING DIFFERENTLY TO MEET YOUR NEEDS?

We want our services to be accessible. Please contact us to discuss what adjustments we can put in place to help you.

To find out more information, visit:
www.southernhousing.org.uk/Easy