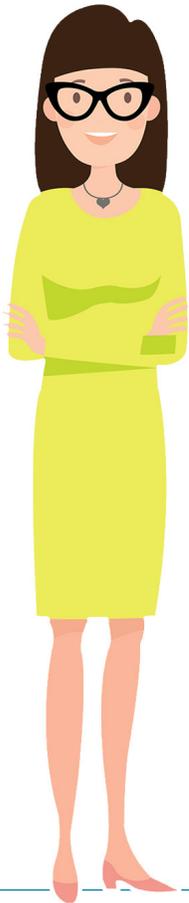


Making a **complaint**



What you
can expect
from us

Who can make a complaint?

Any Stonewater customer can make a complaint, **unless:**

- You haven't already contacted us to let us know about the issue
- It's about a service not provided by Stonewater
- The issue is over six months old (unless there are special circumstances)
- It relates to a policy that has been approved by the Stonewater Board (unless it hasn't been followed correctly)
- It's about an incident of anti-social behaviour (unless it relates to how we've handled it)
- The issue has previously been raised through the complaints process
- It relates to the annual rent review
- It relates to a service charge (unless the service has not been delivered or there's been a mistake in its calculation)
- An appeal body or tribunal is dealing with the issue
- The issue is subject to civil or criminal court proceedings

Can someone else complain on my behalf?

Yes – you just need to give us your written permission to discuss the case with them.

How do I make a complaint?

You can make a complaint in any of the following ways:

By visiting our website stonewater.org/supporting-you/making-a-complaint/

By calling our Customer Service Centre on **01202 319 119**

By emailing us at **customerfeedback@stonewater.org**

By writing to us at Stonewater, Suite C, Lancaster House, Grange Business Park, Enderby Road, Whetstone, Leicester, LE8 6EP.

Putting things right

There are lots of things we can do to put things right if they go wrong.

We can:

- Say sorry and give you an explanation or more information
- Make sure that any repairs needed are carried out
- Learn from your complaint to improve our services
- Make sure our colleagues have extra guidance and support to help other customers

What if my complaint still isn't resolved?

1) You can ask for your complaint to be reviewed

If you're not happy with the outcome of our complaints process, you can ask for your complaint to be reviewed. You'll need to do this within 15 working days of receiving our response. A senior manager will then undertake the review and usually get back to you within 10 working days – if we need longer, we'll let you know.

2) You can ask the Customer Complaints Panel to review your case

If you're still not happy, you can ask the Customer Complaints Panel to review your case. The Customer Complaints Panel is completely independent of our complaints process. It's recognised by Stonewater and the Housing Ombudsman Service, and its members are also Stonewater customers.

You'll need to do this within 15 working days of receiving the response from our review. The panel will then meet and make their recommendations within five working days of their meeting.



You can contact your local councillor, MP or the Housing Ombudsman Service

If you don't want the Customer Complaints Panel to look at your case, you can ask your local councillor or MP to act on your behalf.

You can also contact the Housing Ombudsman Service directly 'as long as eight weeks have passed since the date you receive our final response letter. You can contact the Housing Ombudsman Service in any of the following ways:

- Through their website: **housing-ombudsman.org.uk**
- By email: **info@housing-ombudsman.org.uk**
- By phone: **0300 111 3000** (9:15am - 5:15pm, Monday to Friday)
- By post: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ.

Your local councillor, MP or the Customer Complaints Panel can also refer your case directly to the Housing Ombudsman Service for you if you ask them to.

Find us at www.stonewater.org

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