

A guide to making a complaint

Can I make a complaint?

You can make a complaint if you're dissatisfied with Stonewater's services, including if:

- You have told Stonewater about a service that you need and we've not responded appropriately.
- One of our contracting partners has failed to fix an issue or acted inappropriately.
- Stonewater has mishandled a report of anti-social behaviour.
- A Stonewater policy has been breached or incorrectly followed.

In some circumstances, we won't be able to investigate your complaint, this includes if we're already investigating or if there's another process you can follow to resolve the issue. We outline both when we can and can't investigate your complaint in our Complaints, Compliments and Comments Policy*.

If we can't investigate your complaint for you, we'll explain why and direct you to the Housing Ombudsman Service for support.

*You can read our Complaints, Compliments and Comment Policy at <https://www.stonewater.org/about-us/policies/>

What if I'm a Stonewater Legal & General customer?

Stonewater is one of Legal & General's managing partners. That means we manage over 500 homes on their behalf. This includes managing customer complaints.

To do this, we deliver Legal & General's Complaints Policy and process, which you can read on the Stonewater Legal & General website.

In practice, a Stonewater Legal & General customer can complain in exactly the same ways as any other Stonewater customer. The only difference will be that you may receive a response more quickly, and that complaints that are escalated to stage 2 are coordinated by Legal & General directly.

We'll always make sure you know when you can expect a response, and who will be in touch, and we'll answer any questions you might have as we investigate your complaint.

Can someone else complain on my behalf?

Yes - someone else can complain on your behalf. This may be a friend, family member, a local councillor or MP. We'll need you to share written permission with us so we can discuss your case with them.

16 & 17 year-olds in supported accommodation

Customers aged 16 & 17 are entitled to an independent advocate who can help and support you with your decisions and help you to speak out if things go wrong. These can be provided through the Child's Commissioners Office. Let us know if you need help contacting them.

childrenscommissioner.gov.uk

Call 020 7783 8330

Children's Commissioner for England

Sanctuary Buildings
20 Great Smith Street
London
SW1P 3BT

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 sending us a private message on our social media channels. For your privacy, we cannot process your complaint via public posts or comments.

- 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

Adjustments

We're committed to making our services work for our customers. When taking your complaint, we'll ask you for your preferred method of contact to help us to stay in touch throughout the complaint process. If you need any adjustments or additional support, we encourage you to talk these through with your complaint handler.

The complaints process

Stage One

When we receive your complaint, you'll receive contact from a complaint handler to discuss your complaint and how we can put it right. We'll write this up in an acknowledgement letter, which will be sent out within five working days. Then we'll work with service areas to complete an investigation into what has happened and how we can put it right. This response will be sent to

you within 10 working days. In cases where more time is needed, we'll keep you updated.

Stage Two

If you're not satisfied by the outcome of your stage one complaint, you can escalate to stage two of our complaints process. You'll need to do this within 15 working days of receiving our investigation. A member of our senior team will review your case, aiming to get back to you within 10 working days. In cases where more time is needed, we'll keep you updated.

Customer Complaints Panel (optional)

Our customer complaints panel is currently paused whilst we review new guidance from the Housing Ombudsman Service. We recommend that customers who would like an independent review of their complaint proceed straight to the Housing Ombudsman using the contact details below.

16 & 17 year-olds in our supported accommodation

At any time, you can ask the Children's Commissioner's Office for help with your complaint and ask them to provide an advocate. They can help with any aspect of your complaint about the services you've received from us or your home and can look at how we've handled the complaint.

The Housing Ombudsman

You can, at any stage, refer your complaint to the Housing Ombudsman Service for support and guidance. If you're not happy with our stage two response to your complaint, you can ask the Housing Ombudsman Service to investigate our handling of your complaint. The Housing Ombudsman Service will then review your concern and how we've responded before making a determination about whether we've responded appropriately and in line with the Complaint Handling Code and our policies.

You can contact the Housing Ombudsman Service via:

- 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.

To learn more about how Stonewater treats complaints or for more information and advice, including our complaints policy visit

stonewater.org/supporting-you/making-a-complaint/