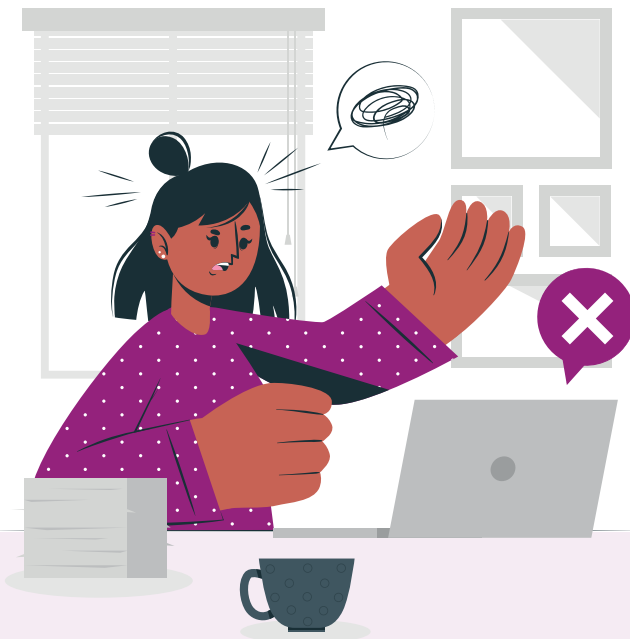


# Making a Complaint

As your landlord, we want to give you the best service possible but there may be times where you feel we haven't delivered as we should have. If this happens then you can raise a complaint.

This leaflet will help you understand what a complaint is, how to make one and how the Housing Ombudsman can support you.

For more information about complaints, you can also visit:  
[midlandheart.org.uk/complaints](https://midlandheart.org.uk/complaints)



## What is a complaint?

A complaint is an expression of dissatisfaction about the standard of service, actions, or lack of action by us, our staff or those acting on our behalf.

## When can I make a complaint?

### You can make a complaint when:

- We haven't met a published Service Standard or taken action within agreed timescales
- We've not acted in line with our policies and procedures in response to a request made by you
- Our colleagues, agents, or contractors have behaved in an unacceptable way



## How do I make a complaint?

- **Contact our Hub on 0345 60 20 540:** They'll guide you through the complaints process and log the complaint for you
- **Visit:** [midlandheart.org.uk/complaints](https://midlandheart.org.uk/complaints) - Here you can request a copy of our complaints policy, view our complaints guide, and log a complaint via an online form
- **For stage 1 complaints, email:** [complaints@midlandheart.org.uk](mailto:complaints@midlandheart.org.uk)
- **For stage 2 complaints, email:** [stage2andombudsman@midlandheart.org.uk](mailto:stage2andombudsman@midlandheart.org.uk)

## What happens when I make a complaint?

As your landlord, we're your first point of contact for a complaint and we'd like you to give us the chance to resolve the issue.

### Here are the steps our complaints process will take:

1

#### Formal Investigation:

Our Customer Experience team will use our complaints policy to formally investigate your complaint and get back to you with an outcome.

2

#### Formal Review:

If you aren't satisfied with the formal investigation, your complaint will be reviewed by a Functional Director, who will provide a response to you.

3

#### Housing Ombudsman:

If you're not satisfied with the final decision, you can contact the Housing Ombudsman.

## Who is the Housing Ombudsman?

The Housing Ombudsman is an independent organisation that looks into complaints about registered housing providers. They work with tenants and providers to resolve complaints. The service is free, impartial, and available to anyone who has an issue or dispute with their housing provider.

## What services do the Housing Ombudsman offer?

**The Housing Ombudsman delivers a wide range of learning and materials for both landlords and tenants. They can also:**

- Help you understand and guide you through the complaints process
- Investigate complaints that haven't been resolved by the landlord's complaints process
- Hold landlords accountable if they're not following their published procedures or service standards

## How Can I Contact Them?

- **Call:** 0300 111 3000
- **Email:** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)
- **Visit:** [housing-ombudsman.org.uk](https://housing-ombudsman.org.uk)

