

# Making a complaint

We always aim to give you the best service but from time to time we may not meet the high standards that we set ourselves. In these cases, you may wish to make a complaint.



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



# What is a complaint?

A complaint is an expression of dissatisfaction about the standard of service, actions or lack of action by Midland Heart, it's staff or those acting on it's behalf.

## You may wish to make a complaint if:



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 to a customer request



Our colleagues, agents or contractors have behaved in an unacceptable way.

## How do I make a complaint?

- Contact our Customer Hub on **0345 60 20 540**, they'll talk 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.

# What happens when I make a complaint?

As your landlord we're your first point of contact and you'll need give us a chance to fix the issue.

## Early resolution

Where something has gone wrong and an immediate solution can be agreed to enable us to resolve your concerns there and then.

## Formal investigation

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

## Formal Review

If you aren't happy with the formal investigation, your complaint will be reviewed by a Functional Director and a response will be provided to you.

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



# Who are the Housing Ombudsman?

They're an independent organisation that looks at complaints about registered housing providers. They work with customers and providers to resolve complaints.

**The service is free, impartial and available to anyone who has an issue or dispute that they wish to raise about their provider.**

## What services do the Housing Ombudsman offer?

They deliver a wide range of learning and materials for both landlords and residents. They can also:



Help you to understand and guide you through the complaints process



Investigate complaints that have exhausted the landlord's complaints process



Hold landlords to account if they're not following their published procedures

## 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](http://housing-ombudsman.org.uk)

