

NORWICH HOUSING SOCIETY

COMPLAINTS POLICY

It is the Society's aim to provide an efficient and completely impartial service for all its tenants and applicants for accommodation. It also wishes to ensure that it addresses any complaints from individuals or external organisations.

Despite these efforts there may be occasions when tenants or applicants (or others) feel that they have been unfairly treated, or have experienced undue delays or problems concerning repairs or other services.

In the first instance, complaints should be submitted in writing to the Society's Chief Executive, Mike Allen, at the Society's Office 13 Bracondale Norwich NR1 2AL.

The Chief Executive will consider all complaints and investigate further as necessary to resolve the situation. The complainant will receive a written response within ten working days.

If the complainant remains dissatisfied he/she should write to the Society's Chairman at the Society's Office 13 Bracondale Norwich NR1 2AL marking the envelope "Private and Confidential" and giving as much detail about the complaint as possible.

The Chairman will consider the circumstances surrounding the matter by consulting the Chief Executive and making whatever additional investigations are considered appropriate.

The complainant will receive an acknowledgement from the Chairman within five working days and a written response within a further 10 days.

Should this fail to resolve the complaint, a further written submission should be made to the Board of Management and the situation will be reconsidered at the next Board of Management meeting. The complainant will receive a further written response within five working days of this meeting.

It is anticipated that by this stage the complaint will have been satisfactorily resolved. However, if this is not the case, the complainant can make representation to the Independent Housing Ombudsman Service via their local MP or Councillor (more information is available at www.housing-ombudsman.org.uk).

When a complaint is considered by the Board of Management, the Board will also consider whether, in exceptional circumstances, compensation is appropriate.