

Others that can help with your Complaint

Local Councillor

You can contact your Local Councillor via your Town Hall.

Member of Parliament

You can contact your local MP at the House of Commons London SW1 0AA.

Independent Advice

You can seek independent advice from your local Citizens Advice Bureau, Housing Advice Centre or Law Centre.

Addresses

All correspondence to the relevant Director or Chief Executive should be marked "Private & Confidential."

Independent Housing

Ombudsman Service

You may ask for your complaint to be independently examined by the Independent Housing Ombudsman. The Ombudsman will usually only consider complaints about poor service/maladministration and will normally only investigate cases that have been through Arco's own internal complaints procedure. You should send your complaint in writing to the address below.

Norman House
105-109 Strand
London WC2R 0AA
Tel : 020 7836 3630
Fax : 020 7836 3900

Making a Complaint or an Appeal

At Arcon we aim to provide a high quality service in all areas of our work. We take complaints very seriously and in order to deal with them fairly, we have a set procedure to follow.

Our procedure is intended for complaints about poor service from the Association and for appeals against allocation decisions.

This procedure is not for dealing with everyday matters such as repair requests, neighbour disputes, transfer requests, etc. These should be reported to your housing officer/maintenance department in the usual way.

If you have reported the matter but are unhappy with Arcon's response, you should follow the procedure outlined in this leaflet.

Stage 1 – Complaint to Director

If you are not happy with the service provided by Arcon, you should write or telephone and ask to speak to a member of staff or director of the department providing the service and advise them that you wish to register a complaint.

Details of your complaint will then be logged and investigated. You will be kept informed of progress and will be advised in writing of the action taken within 10 working days of receipt of your complaint.

Stage 2 – Appeal to Chief Executive

If you still remain dissatisfied you should contact the Chief Executive and advise him that you wish to proceed further with your complaint. The Chief Executive will ask for a report to be prepared and will keep you informed of progress. You will receive a full reply to your complaint within 15 working days.

Stage 3 – Final Appeal to a Complaints Panel

If the two previous steps have failed to give satisfaction, then an appeal may be made to a complaints panel made up of Board members.

If you wish to take this action you should write to the Chief Executive within 4 weeks of receiving his reply (Stage 2) requesting that a Panel Hearing be arranged.

You will be notified of the date of the hearing within 10 working days. You will be entitled to put your case in writing and to be present at the Panel Hearing. You can ask another person to accompany you.

The Chairman of the Panel will notify you of the Panel's decision within 10 working days following the Hearing. The decision of the Panel is binding on the Association.

Stage 4 – Independent Housing Ombudsman Service (IHOS)

If you are dissatisfied with the Panel's decision you can apply to the Independent Housing Ombudsman (address overleaf) and ask for an independent investigation. The IHOS will only investigate a complaint once Arcon's own complaints procedure has been exhausted.