

Information for Tenants

Leaflet No. 12
(Issue May 2011)

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, or termination of starter tenancies.

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 or the maintenance department in the usual way.

If you have reported the matter but are not satisfied with Arcon's response, you should follow the procedure outlined in this leaflet.

Stage 1 – Complaint to Director

If you are not satisfied 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. You can also make a complaint through our website www.arcon.org.uk

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.

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

Stage 2 – Appeal to Chief Executive

If you believe your complaint has not been fully resolved 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 resolve your complaint, 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 four 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 ten 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 ten working days following the hearing. The decision of the panel is binding on the Association.

Stage 4 – Designated Person

If you are dissatisfied with the Panel's decision you must refer to a "designated person" who will try to resolve your complaint. A designated person is a local councillor, Member of Parliament or a tenant panel which is recognised by Arcon to deal with complaints. Alternatively you can wait 8 weeks from the end of stage 3 to go on to stage 5 (see over).

Stage 5 – Independent Housing Ombudsman Service (IHOS)

If the designated person is unable to satisfy, you can apply to the Independent Housing Ombudsman (address below) and ask for an independent investigation. The IHOS will only investigate a complaint once Arcon's own complaints procedure has been exhausted.

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 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.

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 or maladministration and will normally only investigate cases that have been through Arcon's own internal complaints procedure. You should send your complaint in writing to the address below.

Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN

Tel: 0300 111 3000

Minicom: 020 7404 7092

Fax: 020 7831 1942

Email: info@housing-ombudsman.org.uk

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