



# How to make a Complaint

## How can I make a complaint?

You, or someone acting on your behalf, can make a complaint in one of the following ways:

- By contacting your housing officer or property management officer. If you are unsure who they are you can search at [www.nhg.org.uk/contact-us/officer-search/](http://www.nhg.org.uk/contact-us/officer-search/) by entering your postcode
- Online via My Account
- By letter to Bruce Kenrick House, 2 Killick Street, London, N1 9FL or any other office
- In person

Complaints should be made within a reasonable period which would normally be within six months of the matter occurring. In exceptional circumstances we may decide to respond to a complaint outside of this timescale.

## Who will respond to my complaint?

Your housing officer or property management officer is responsible for responding, however, if your complaint is about them their manager will respond.

## What if I am unhappy with the complaint response?

**At stage 1** – If you are not satisfied with the outcome at stage 1, you can ask for it to be reviewed. We will assign two independent reviewers to look at your original complaint; one will be a manager within the business and the other can be an independent resident reviewer. We aim to review your complaint within 20 working days and will contact you to discuss the outcome.

**At stage 2** – This is the last stage of Notting Hill Genesis' internal complaint procedure. If you remain unhappy with the response you can contact the Housing Ombudsman and ask them to formally investigate your complaint.

**Further details on what to expect at each stage of Notting Hill Genesis' complaints process can be found on the next page.**

## Our Policy

At Notting Hill Genesis (NHG) we aim to give an excellent service to our residents. We welcome the opportunity to hear where you feel we have got things wrong and we consider every complaint as a chance to make our service better.

Our complaints policy can be found on the NHG website at [www.nhg.org.uk](http://www.nhg.org.uk)

If you'd like a copy posted to you please let your housing officer or property management officer know.

## What is a complaint?

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

It could be that:

- We have failed to respond to your initial enquiries
- Our staff were unhelpful or were not polite
- We have failed to keep a promise or meet an agreed deadline
- You are dissatisfied with a repair

### Quick Fix - 2 working days 1

Your housing officer or property management officer will acknowledge your complaint within 2 working days and try where possible to resolve your issue in this time.

### Stage 1 – 10 working days 2

If we can't resolve your complaint in 2 working days we will respond to it at stage 1. In the response we will acknowledge where things went wrong and tell you what will be done to avoid the same thing happening again. If any issues are outstanding at this time we will agree on an action plan with you.

### Stage 2 – 20 working days 3

If you are not satisfied with the complaint response you can ask for a review by explaining what you are unhappy with. The manager of your housing officer or property management officer will call you to discuss and agree on the next steps. They will ask if you would like an independent resident to review your complaint. They will also contact you to discuss the outcome before sending you the final written response.

### Housing Ombudsman 4

If you are not satisfied with the final response you can ask the Housing Ombudsman to investigate your complaint. You can contact them at any time however for advice.

## Housing Ombudsman Service

You can contact the **Housing Ombudsman Service (HOS) at any stage of your complaint for advice.** The service is free, independent and impartial and was set up to resolve disputes involving the tenants and leaseholders of social landlords.

**Housing Ombudsman Service  
PO Box 152**

**Liverpool L33 7WQ**

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

**Phone: 0300 111 3000**

**Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)**

There are some instances where the issue that you raise will not be dealt with via the complaint's procedure, these include:

- A claim which is being dealt with by insurers. Queries and possible insurance claims should be referred directly to the NHG insurance team at [insurance@nhg.org.uk](mailto:insurance@nhg.org.uk)
- A complaint relating to an ongoing legal matter
- A first request for service, information or an explanation of our policies and procedures
- Reported cases of neighbour disputes, anti-social behaviour, hate crime or domestic abuse, unless you are complaining about how we have handled your reports

The full list can be found in the NHG complaints policy on our website at [www.nhg.org.uk](http://www.nhg.org.uk)

We will provide you with a response to explain why we were unable to deal with your complaint.

Need some help understanding this information, need it in a different format or language or want some more advice?

**Phone:** contact your housing/property management officer directly or call **020 3815 0000**

**Web:** [www.nhg.org.uk/contact-us/make-a-complaint](http://www.nhg.org.uk/contact-us/make-a-complaint)