

Complaints Procedure

Stage 1

Unitas will acknowledge the complaint in writing within 2 working days, we will give the customer information about who is dealing with the complaint.

We aim to respond to the customer within 10 working days. we may take longer to sort it out if the complaint is more complicated but we will keep the customer informed.

Stage 2

If the customer is still not happy, they can ask to have the matter investigated by an independent investigator within Unitas. They need to request this within 10 working days of receiving the Stage 1 complaint response.

To request a Stage 2 complaint investigation, the customer will be required to outline in writing why they are still dissatisfied and the outcome they are looking for.

Any letters should be sent to:

The Service Improvement Team, Alton House Cromer Road, Stoke-on-Trent ST1 6AY
or via email to: Feedback@Unitas.co.uk

We will acknowledge the complaint within two working days and reach a decision within 20 working days.

This review will be conducted by a Service Quality Co-ordinator together with a Senior Manager who isn't involved in the Stage 1 complaint investigation.

We will never unreasonably refuse to escalate a complaint through all stages of the complaints procedure. If we decline to escalate a complaint we will explain to the customer our reasons for taking that course of action and also set out the customers' right to take this decision to the Ombudsman.



The customer will receive a written response advising them of the outcome of their Stage 2 complaint.

If the customer is still dissatisfied with the outcome, they can escalate their complaint to the Housing Ombudsman or enlist the assistance of a designated person

Contacting the Housing Ombudsman



If the customer has been through Stages 1 and 2 and they are still not satisfied, they can contact the Housing Ombudsman Service.



Their contact details are:
Housing Ombudsman Service
PO Box 152,
Liverpool,
L33 7WQ



You can get more information on the Housing Ombudsman Service by calling their advice line on: **0300 111 3000** or visiting their website at: www.housing-ombudsman.org.uk



As well as contacting The Housing Ombudsman directly, customers can also enlist the assistance of a Designated Person.



Assistance from a Designated Person

Customers can refer their complaint directly to the Ombudsman or through a Designated Person.

The role of the Designated Person is to assist in resolving tenant complaints. They are there to provide an independent perspective on problems and work with tenants and landlords to find local solutions to housing related complaints.



A designated person is:

- A Designated Tenant Panel.
- A Member of Parliament (MP).
- A local Councillor.



A Designated Tenant Panel

The Tenants Board and the Tenants Complaints Panel which is made up from members of the Tenants Board, act as the 'Designated Tenant Panels' for Stoke-on-Trent City Council and Unitas.



The customer can contact the Tenants Complaints Panel by:



Sending an email to: **tenants.board@stoke.gov.uk** or **customer.feedback@stoke.gov.uk**

Writing to: **The Chair of the Tenants Complaints Panel**

c/o Customer Feedback,

Floor 2, Civic Centre,

Glebe Street,

Stoke on Trent ST4 1HH.



Your Member of Parliament (MP) or Your local Councillor. Details of which can be found at:

<http://www.stoke.gov.uk/ccm/navigation/council-and-democracy/councillors-mps-and-meps/>