

## **Housing Resolution Team**

### **About the Service**

The Housing Resolutions Team investigate and respond to your housing complaints in line with the Housing Ombudsman Complaints Handling Code.

#### **We are committed to:**

Being guided by the Housing Ombudsman Complaints Handling Code

Making it as easy as possible for you to tell us you are not happy

Being your voice when you tell us you are not happy

Accepting your complaint in line with the Housing Ombudsman Complaints Handling Code

Putting you at the forefront when investigating your complaint

Providing you with a full and fair written response

Holding our hands up when things have gone wrong

Learning from your complaints

Putting things right when they have gone wrong

#### **To meet our commitments, we will:**

Review our processes against the Housing Ombudsman Complaints Handling Code

Ensure complaint handlers receive relevant training

Provide a number of different ways to make a complaint

Ensure the complaints process is the right channel for your concerns

Explain the reasons if your complaint is not accepted

Provide you with a named investigator who will be your single point of contact

Listen to your complaint to understand how it has affected you

Keep you updated on the progress of your complaint

Understand what has gone wrong and put it right

Respond to your complaint in writing

Be honest and open with our findings

Share learnings and improvements with you

**We ask you to:**

Provide us with as much detail as possible about your complaint

Let us know how the issue has affected you

Be open to discussing the details of your complaint

Tell us what outcome you would like to see

Let us know how you would like to be contacted

**To measure and improve our service we will:**

Listen to your feedback

Work with all services to support where improvements are needed

Track improvements to ensure that they are done

Share the complaints data with you