



Unhappy with the Council's Housing Service?



COMPLAINTS PROCEDURE

Unhappy with the Council's Housing Service?

We aim to provide a quality service to all our customers. However, there may be occasions when you are unhappy about something we have done or about a service which we provide. If that's the case, then please tell us about it so that we can look into it. Where we are wrong, we will say so and attempt to resolve the matter as quickly as we can. If we can't resolve the problem to your satisfaction, we will explain why.

Most complaints can be dealt with quickly and satisfactorily by 'front-line' staff who provide the service. This is the first opportunity to resolve your dissatisfaction.

If it is not possible to resolve the complaint informally, then you will be advised to lodge a formal complaint via the Council's Complaints Policy.

How to make a complaint

Complaints can be made in the following ways:

- Completing online complaints form on the Council's website <https://www.barrowbc.gov.uk/the-council/barrow-council/complaints-feedback-and-compliments/>
- Contacting us - (01229) 876310 / email: housing@barrowbc.gov.uk —we can send a form out to you in the post.
- Send us a letter or complete and return the [feedback/complaints form](#) (accessed from the above webpage):

Democratic Services Officer
Democratic Services
Town Hall
Duke Street
Barrow-in-Furness
Cumbria LA14 2LD.



COMPLAINTS PROCEDURE & TIMESCALES

• Investigation Stage

The Complaint is centrally logged, acknowledged within five working days and assigned to the relevant Section Manager or Team Leader. They will investigate the complaint and send a full response within 10 working days of the date the complaint was received.

Should you remain dissatisfied you may **appeal** against the investigation outcome.



• Appeal Stage

The Appeal is centrally logged, acknowledged within five working days and assigned to the relevant Assistant Director / Senior Manager / Revs & Bens Manager. They will review the particular aspect where resolution is disputed and send a final response within 20 working days of the date the appeal for review was received.

If you remain dissatisfied, you can refer the matter to be **externally reviewed** by the Housing Ombudsman.



• External Review

Tenants have the right to appoint a Designated Person - this may be an MP, a local councillor or the Tenants' Complaint Panel. A Designated Person will help resolve the complaint in one of two ways:

1. Try to resolve the complaint themselves; or
2. Refer the complaint straight to the Housing Ombudsman.

If they refuse to do either, the tenant can contact the Ombudsman directly. If the Designated Person cannot help or achieve resolution, they can refer a complaint to the Ombudsman. Complaints to the Ombudsman do not have to be referred by a Designated Person, but if they are, there must be **at least eight weeks** from the end of the Council's Complaints Procedure before the Ombudsman can consider the case.

The Housing Ombudsman's contact details are:

Housing Ombudsman Service
Exchange Tower
Harbour Exchange Square
LONDON E14 9GE
Tel: 0300 111 3000

**If you require this leaflet in large print/audio or another language please contact the Housing Service and we will arrange for this to be carried out.
Tel. (01229) 876310**

Barrow Borough Council • Housing Department

Town Hall
Duke Street
Barrow-in-Furness
Cumbria LA14 2LD

Tel: (01229) 876310

www.barrowbc.gov.uk • email: housing@barrowbc.gov.uk



Barrow Borough Council Housing Department



@BarrowHousing

TOWN HALL OPENING TIMES: Monday to Friday: 9am - 4pm

Telephone enquiries : Monday to Thursday: 8:30am to 5pm (4.30pm on Fridays)

FOR EMERGENCY OUT-OF-OFFICE ENQUIRIES TEL. (01229) 833311