

Unhappy with the Council's Housing Service



Information on our
Complaints Procedure

Unhappy with the service you have received from the 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.westmorlandandfurness.gov.uk/the-council>
- Contacting us - (01229) 876523 / or email:
housing@westmorlandandfurness.gov.uk and we will post a form out to you
- Write to:

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.

Alternatively, you can contact the Housing Ombudsman directly yourself.

Complaints can be made in the following ways:

Online complaint form: <https://www.housing-ombudsman.org.uk>

In writing to: Housing Ombudsman Service

PO Box 152
LIVERPOOL
L33 7WQ

By calling: Tel: 0300 111 3000

Do you want this document in another language or large print?

We will do what is reasonable to provide information in alternative formats on request, including tape, Braille, large print and translations. If we encounter difficulties meeting your request, we will discuss the best solution with you.

English: If you require this document in Braille, audio or another language please email: housing@westmorlandandfurness.gov.uk or tel. (01229) 876578. You may use your own language if you prefer.

Cantonese:

如果您想獲取該文件的不同版本，如：大字體印刷，盲文，音頻或其他語言之版本，請電郵至：housing@westmorlandandfurness.gov.uk 詢。
(您可以選擇使用自己的語言)

Lithuanian: Jeigu jums reikia dokumento Brailio šriftu, audio įrašo ar kita kalba, prašome atsiūsti elektroninį laišką adresu: housing@westmorlandandfurness.gov.uk Jus galite rašyti savo kalba, jeigu jums taip patogiau.

Polish: Jeśli zyczysz sobie kopie tego dokumentu w alfabecie Braille, systemie audio badz innym języku, prosze przeslac swoja prosbe na adres e-mail: housing@westmorlandandfurness.gov.uk Jeśli preferujesz, mozesz uzyc swojego języka

Portuguese: Pode obter este documnetoem Braille,Audio ou Outra Lingua por favour: housing@westmorlandandfurness.gov.uk Tu podes usar a tua propria lingua se tu preferires .

Turkish: Soruşturmaya ihtiyacığiz varsa,bu belyeyi bulabilirsiniz,Körler Alfabesi, Körler için Kabartma yaziye, ses dinleme kendi dilde, başka dilde,Elektronik posta ile araştırma yapa bilirsiniz: housing@westmorlandandfurness.gov.uk Istersen kendi dilinle konuşa bilirsiniz .



Westmorland
& Furness
Council

Housing Service

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

Tel: (01229) 876523

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

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