

# what happens when I make a complaint?

**We take all complaints seriously and want to learn from our mistakes.**

**We try and resolve all complaints efficiently and fairly, making sure that you are at the heart of what we do. Our internal complaints process has two stages but we aim to resolve your complaint quickly and fairly at stage one, wherever we can.**

## **service request**

We are dedicated to resolving issues such as a missed appointment as a service request the first time you get in contact. If we do not get this right, we can open a formal complaint for you.

## **stage one**

These issues require an investigation and written response. We will investigate your complaint and aim to give you our written response within 10 working days. If it will take longer than this, we will let you know.

## **stage two**

If you're unhappy with your complaint investigation, you can request a review at stage two. We will investigate your complaint and aim to give you our written response with 20 working days. If it will take longer than this, we will let you know.

## **housing ombudsman**

Customers can contact the housing ombudsman at any point during the complaints process for advice.

For further information, call us on **0300 1311 999** or email [feedback@believehousing.co.uk](mailto:feedback@believehousing.co.uk)

You can view our complaints policy on our website at:

[www.believehousing.co.uk/about-us/policies](http://www.believehousing.co.uk/about-us/policies)

# who can I contact for support?

We will always try and resolve complaints to your satisfaction. However, if you need extra support or advice during our complaints process, you can contact the following:

## Housing Ombudsman:

0300 111 3000

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

Housing Ombudsman Service,  
PO Box 152,  
Liverpool  
L33 7WQ

## Shelter:

0344 515 1601

[shelternortheast@shelter.org.uk](mailto:shelternortheast@shelter.org.uk)

Shelter North East,  
140 - 150 Pilgrim Street,  
Newcastle upon Tyne,  
NE1 6TH

## Citizens Advice Bureau:

03444 111 444

[www.citizensadvicecd.org.uk](http://www.citizensadvicecd.org.uk)

Citizens Advice County Durham,  
Armstrong House,  
Abbeywoods Business Park,  
Durham,  
DH1 5GH

