

# How to make a complaint



## How can I make a complaint?

You, or someone acting on your behalf, can make a complaint in one of the following ways.

- **Online:** My Account
- **Email:** [complaints@nhg.org.uk](mailto:complaints@nhg.org.uk)
- **Phone:** 020 3815 0000
- **Post:** Notting Hill Genesis, 1-3 Sussex Place, London, W6 9EA or any other office
- **In person**

Complaints should be made within a reasonable period which would normally be within 12 months of the matter occurring. In exceptional circumstances we may decide to respond to a complaint outside of this timescale.

## Who will respond to my complaint?

A complaints investigator in our complaints service will be responsible for responding to your complaint, however, if your complaint is about them their manager will respond.

## What if I am unhappy with the complaint response?

If you are not satisfied with the outcome at **stage 1**, you can ask for it to be reviewed. We will assign a complaint dispute resolution lead to look at your original complaint and respond; We aim to review your complaint within 20 working days and will contact you to discuss the outcome.

**Stage 2** is the last stage of our internal complaint procedure. If you remain unhappy with the response you can contact the Housing Ombudsman and ask them to formally investigate your complaint.

## Our policy

At Notting Hill Genesis we aim to give an excellent service to our residents. We welcome the opportunity to hear where you feel we have got things wrong and we consider every complaint as a chance to make our service better.

Our complaints policy can be found on our website at: [www.nhg.org.uk](http://www.nhg.org.uk)

If you'd like a copy posted to you please let the complaints investigator or complaints dispute resolution lead know.

## What is a complaint?

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

It could be that:

- We have failed to respond to your initial enquiries
- Our staff were unhelpful or were not polite
- We have failed to keep a promise or meet an agreed deadline
- You are dissatisfied with a repair

**Need some help understanding this information, need it in a different format or language or want some more advice?**

Contact your local officer or contact us online: [www.nhg.org.uk/contact-us](http://www.nhg.org.uk/contact-us)

## The complaint journey

### Acknowledgement 5 working days

A member of the complaints service will contact you to discuss your complaint and the outcome you are seeking and try where possible to resolve your issue.

### Service recovery

If your complaint is about a single issue and can be fully resolved to your satisfaction in 5 working days without the need for a formal response we may agree with you to close it as a service request.

### Stage 1 10 working days

If your complaint is complex, or needs investigating in more detail we will respond to it at stage 1. In the response we will acknowledge where things went wrong and how we have resolved the issue. If any issues are outstanding at this time we will agree on an action plan with you.

### Stage 2 20 working days

If you are not satisfied with the complaint response you can ask for a review by explaining what you are unhappy with. A complaints dispute resolution lead will call you to discuss and agree on the next steps. They will also contact you to discuss the outcome before sending you the final written response. If any issues are outstanding at this time we will agree on an action plan with you.

### Housing Ombudsman Service

If you are not satisfied with the final response you can ask the Housing Ombudsman to investigate your complaint. You can contact them at any time however for advice.

The service is free, independent and impartial and was set up to resolve disputes involving the tenants and leaseholders of social landlords.

Housing Ombudsman Service  
PO Box 152, Liverpool, L33 7WQ  
housing-ombudsman.org.uk  
0300 111 3000  
info@housingombudsman.org.uk

There are some instances where the issue that you raise will not be dealt with via the complaints policy, these include:

- A claim which is being dealt with by insurers. Queries and possible insurance claims should be referred directly to the NHG insurance team at: [insurance@nhg.org.uk](mailto:insurance@nhg.org.uk)
- A complaint relating to an ongoing legal matter
- A first request for a service or information
- An explanation of our policies or procedures
- Reported cases of neighbour disputes, anti-social behaviour, hate crime or domestic abuse, unless you are complaining about how we have handled your reports

The full list can be found in the NHG complaints policy on our website at: [www.nhg.org.uk](http://www.nhg.org.uk)

If we are unable to accept your complaint, we will provide you with an explanation why.

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