



Complaints



Making a complaint

At Newlon we aim to provide all our residents with a high standard of service and to always respond to enquiries quickly and effectively.

If something goes wrong we will try to resolve it before you need to make a complaint, but if we do not manage to do so this leaflet explains our formal complaints process.

We will deal with all complaints impartially, objectively and in a professional manner.

We will always ensure that your personal details are kept confidential.

We welcome complaints as they help us to improve our services.

Who can complain?

- Any Newlon resident.
- Anyone who has applied to be housed by Newlon.
- Anyone who pays a service charge.
- A group of residents who wish to complain about common issues. Explicit consent should be obtained by named residents who are part of the complaint group. Newlon will write to one named point of contact whose role it will be to communicate with the other residents.
- A person acting on behalf of a resident. A third party can make a complaint on behalf of a resident but unless the resident has given express written permission for Newlon to liaise with them as an advocate, all communication around the complaint will be with the resident.
- An ex-occupier who had a legal relationship with Newlon at the time the matter complained about arose.

What can you make a complaint about?

A complaint is defined as an expression of dissatisfaction about the standard of service, actions or lack of action by Newlon, our staff, or those acting on our behalf and affecting an individual resident or group of residents. These could include:

- A delay in something we have done, such as not meeting published timescales.
- Missed appointments.
- Where we have failed or refused to do something.
- Where we have provided a poor quality service or made a mistake.
- A policy which has been unfairly implemented, should not have been applied or is simply wrong.

What exceptions are there?

Some issues cannot be dealt with through our complaints procedure. These include:

- Complaints about the level of service charges charged by Newlon or any increase in service charges.
- Complaints about transfer cases, except where an applicant believes the policy has not been applied correctly, or there have been delays or poor customer service in the handling of a case.
- Complaints about the level of rent and rent increases.
- Complaints about services provided by a Managing Agent.
- A claim for damages that should be handled via insurers or issues that are now subject to active legal proceedings.

- Concerns about anti-social behaviour (which should instead be reported to our ASB team at **asb@newlon.org.uk**).
- Dissatisfaction with the handling of personal data.
- Complaints made about anything that occurred more than six months ago.
- Previously complained about issues.

Please call our Service Centre on **020 7613 8080** if you need to contact us about any of these issues.

Our complaints procedure

If you want to make a formal complaint we will manage it as follows:

Stage 1

When you contact us to make a complaint it will be logged as a Stage 1 complaint. Our Service Resolution Team will deal with your enquiry and give you a full response within 10 working days. Where this deadline cannot be met, for example due to the complexity of the case, you will be advised when you will get a response.

Stage 2

If you are unhappy with the response you receive at Stage 1, you should appeal within 30 working days. Please state why you are unhappy with the Stage 1 response, what issues remain outstanding and what you would like Newlon to do to resolve the matter.

Stage 2 complaints will be reviewed by our Service Resolution Team, with input from the director of the service being complained about where appropriate and responded to within 20 working days.

Stage 1 and 2 complaints are always reviewed by different staff members.

The Housing Ombudsman Service

If you are still not happy with our response after Stage 2 you can contact the independent Housing Ombudsman Service.

The Ombudsman has the power to look into complaints from our residents, but will only help once our complaints procedure has been followed.

You can contact them in any of the following ways:

Write to: Housing Ombudsman Service
Exchange Tower
Harbour Exchange Square
London E14 9GE

Call: **0300 111 3000** (lines are open Monday to Friday from 9.15 am to 5.15 pm)

Email: **info@housing-ombudsman.org.uk**

The Ombudsman will only deal with appeals received within one year of the conclusion of Newlon's complaints process.

How to complain

To make a complaint you can contact us in any of the following ways:

- Email us at: **serviceresolution@newlon.org.uk**.
- Fill in the online complaints form on our website: **newlon.org.uk/residents/making-a-complaint**.
- Call us on: **020 7613 8080**.
- Write to us at: Newlon Housing Trust, Newlon House, 4 Daneland Walk, London, N17 9FE.
- In person. Please contact us to make an appointment first.

Find out more

You can read our full complaints policy and procedure on our website at newlon.org.uk/residents/making-a-complaint.

If you would like this information in large print, audio, Braille, or an alternative format, please ask a member of staff, email us at customerservice@newlon.org.uk, or call our Service Centre on **020 7613 8080**.

Newlon Housing Trust

Newlon House, 4 Daneland Walk,
Hale Village, London, N17 9FE.

Tel: 020 7613 8080

Phone calls may be recorded for training and quality purposes.

Newlon Housing Trust is a charitable housing association.

This leaflet was correct at the time of publication. Information does change over time. Please check our publications at www.newlon.org.uk/publications/leaflets-brochures/ for the latest version.