

Housing Complaints

If you live in Framework accommodation, this leaflet gives details of how you can complain to us about the services we provide.



We do our best to provide excellent services to our residents, but sometimes things can go wrong and we may not always meet your expectations. In these cases please let us know so we can put things right, learn and make changes to provide better services in the future.

How to make a complaint

We work hard to fulfil our duties and be a positive and supportive landlord. If you feel we haven't done this you can make a complaint in any of the following ways:

- Speak to any member of Framework staff or contact our Head Office on **0115 8417711**
- Complete our resident complaint form on our website www.frameworkha.org
- Email us at **complaints@frameworkha.org**

If you need independent advocacy and support with your complaint, you can contact Services for Empowerment and Advocacy (SEA) on **0800 0197828** or via **info@seaparticipation.org.uk**



How we handle our complaints

There are two stages to our Complaints Policy:

Stage 1

Is a thorough investigation by the Customer Satisfaction Manager. Your complaint will be acknowledged within 5 working days and responded to in full within a further 10 working days.

Stage 2

Is a review by a Senior Manager of the stage 1 decision upon request. Your request will be acknowledged within 5 working day and responded to in full within a further 20 working days.

If more time is needed to resolve the issue at either stage, the deadline can be extended by a further 10 working days.

Framework is a member of the Housing Ombudsman Scheme and complies with the Complaint Handling Code. If after receiving our stage 2 response you still don't feel we've put things right, you can take your complaint to the Ombudsman. For more information, please visit www.housing-ombudsman.org.uk





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Registered Charity Number 1060941. Registered Provider of Social Housing No LH4184.