

# Housing Complaints

If you live in Framework accommodation, this leaflet provides details on how you can complain to us about the services we deliver.



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 841 7711**
- Complete our resident complaint form on our website **[www.frameworkha.org/residents/](http://www.frameworkha.org/residents/)**
- Email us at **[complaints@frameworkha.org](mailto:complaints@frameworkha.org)**



# How we handle our complaints

There are two stages to our Complaints Policy:

## Stage one

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

## Stage two

Is a review by a Senior Manager of the stage one decision upon request. Your request will be acknowledged within five working days 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 ten working days.

Framework is a member of the Housing Ombudsman Scheme and complies with the Complaint Handling Code. If after receiving our stage two 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](http://www.housing-ombudsman.org.uk)





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