



Making a formal complaint

ASTER
GROUP

If you feel we've not delivered the service we should have done then we'd like to be the first to know.

It's only by knowing about where you feel something might have gone wrong that we can try and put right any mistakes.

So, thank you for bringing your dissatisfaction to our attention.

We have a formal complaints process and we're members of the Housing Ombudsman scheme - so you can be reassured that if we don't manage to resolve your complaint there is an independent body who can assess how we have dealt with your concerns.

The Ombudsman will not consider all types of complaints and you do need to be in a tenant/landlord relationship with us. You can find out more about the service offered by the Ombudsman on their website: www.housing-ombudsman.org.uk.

You can contact the Ombudsman at any time to discuss your concerns and they'll support you throughout the process. But before the Ombudsman will investigate your complaint, they require you to give us the opportunity to put matters right first, and to have sent you a final written response.

We are fully committed to the Ombudsman's Complaint Handling Code.

Stage 1 response:

When you make a formal complaint we'll identify the best person to address the concerns you have raised. This person will be your Case Manager and they will be responsible for investigating what you feel has gone wrong.

Once they fully understand your complaint and have looked into what has happened, they will write to you to let you know their findings.

In most cases we expect that to happen within 10 working days of us acknowledging your complaint. It may not be possible to respond to you in that time, for example if we have to visit your home and we haven't been able to arrange a time to visit. If this is the case we'll aim to respond to you within a further 10 working days.

If your complaint concerns a repair, the Ombudsman's Code does not mean that we have to complete any repairs within the time-frames to respond, but we'll write and let you know if we agree our service has not been in accordance with our policies and procedures and what we intend to do about it.

Stage 2 response:

Once you've received our first response, we'll give you some time to let us know if you are not satisfied with our findings. If you feel our complaint hasn't been resolved, we'll escalate your complaint and ask the relevant head of service to write to you again with our final response.

The Ombudsman's Complaint Handling Code requires us to send you our final response within a further 20 working days. If we aren't able to do this we will explain why and will respond within a maximum of a further 20 working days.

As this is our final response, we'll clearly outline how you may be able to escalate your complaint to the Housing Ombudsman if you still feel dissatisfied.

Once we've sent you our final response, we'll close your complaint. However, even though we've closed your complaint we'll continue to do what we said we would do in our responses to you.



When our investigations identify a failure in our service we will use our findings to improve services in the future.

Where you can find out **further information:**

You can view our complaints policy as well as a link to the Housing Ombudsman Code on our website:
www.aster.co.uk/contact-us/complaints

The Housing Ombudsman may be able to advise you about your complaint and give you the opportunity to speak to their dispute support advisors. They also publish a number of useful guides on their website.

Housing Ombudsman Service

**PO Box 152,
Liverpool,
L33 7WQ**



0300 111 3000



020 7831 1942



info@housing-ombudsman.org.uk



www.housing-ombudsman.org.uk

Your complaints officer's details can be found in the letter or email where we acknowledge
your complaint.

Although they're not responsible for investigating your complaint, they are there to help you through the complaints process.

If you have any questions about how our complaints process works please do not hesitate to make contact with them.