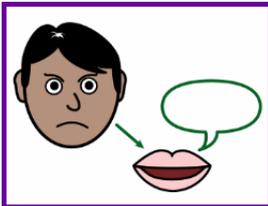


# Making a Complaint



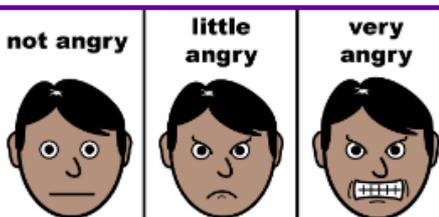
## What is a Complaint?



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.”



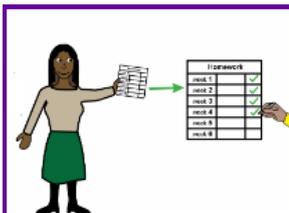
This definition was made by the Housing Ombudsman as part a new Complaints Code. The Ombudsman look at complaints about housing organisations.



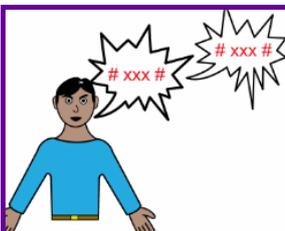
Sometimes, people have a concern when you tell us about something and we try to make things right.

This isn't a complaint, but if we don't resolve this, it may get worse and lead to a complaint.

## You may want to make a complaint because:



You have asked us to do something and we haven't done it

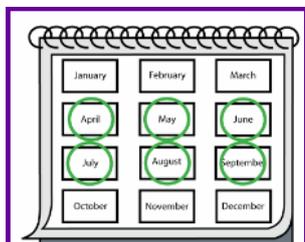


A member of staff has been rude to you

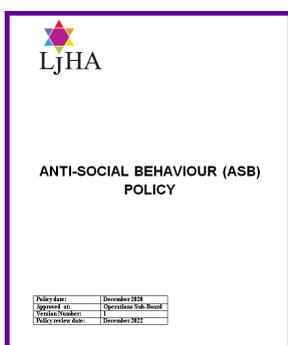


Or something else that we have done which you are unhappy about

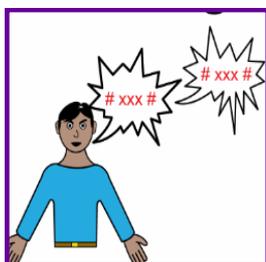
## Exceptions to Making a Complaint



**If the thing you want to complain about happened over 6 months ago**



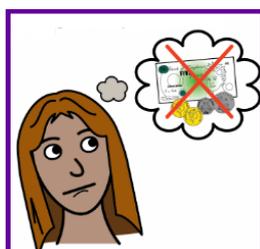
**A resident complains about the behaviour of another resident. This is dealt with under LJHA'S anti-social behaviour policy**



**The complainant is abusive to staff or acts unreasonably during the complaints process.**

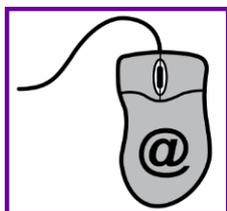


**If the thing you want to tell us has already been dealt with.**

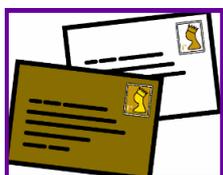


**A resident complains about their level of rent and service charge**

## How do I make a complaint?



Email using [info@ljha.co.uk](mailto:info@ljha.co.uk)



In writing to Stonegate Way, Queenshill Avenue, Moortown  
LS17 6FD



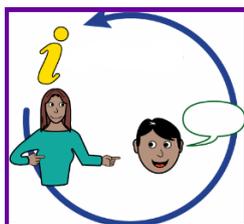
Telephone the LJHA Office by calling 0113 320 7777



In person by visiting the office In person

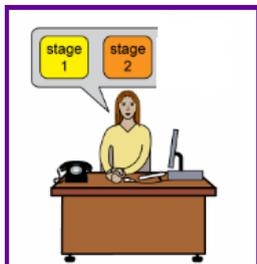


Via social media platforms Twitter and Facebook.

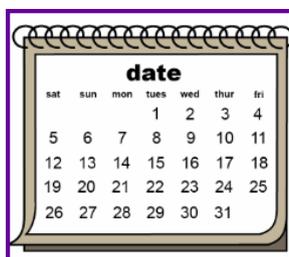


You can also ask someone to help you make a complaint.

## What happens after I make a complaint?



There are two stages to the complaints process



All complaints are acknowledged after receipt.

At stage 1 a response will be communicated within 10 working days



The complaint will be given to the member of staff who is best placed to deal with it



If you are unhappy with the outcome, you can go to stage 2.

You will need to speak to the Complaints Officer, Kerry Phillips. A response will be provided within 20 working days.

**Housing**  
Ombudsman Service

You cannot appeal against the final decision.

But you can contact the Housing Ombudsman Service if you are still unhappy with how your complaint has been dealt with.