

## Quick Guide

# Guide to Making and Escalating a Complaint

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### Starting a Complaint

**As tenants and residents of wealthy, housing association landlords, we have to stop tolerating poor performance and letting them get away with appalling service. We all have to adopt a new 'Take no Nonsense - Make a Stand' policy:**



Report your issue by email so that you have a record, even if this duplicates a phone call or using an online reporting app.

- Every single time they miss a response deadline, escalate it as a stage one formal complaint.
- Every single time they fail to deal with a formal complaint in accordance with policy - and regardless of what stage the complaint is at - refer the complaint immediately to Housing Ombudsman Service (HOS) and ask them to get the landlord to respond.

### Escalating to the Housing Ombudsman Service

If landlords won't respond to us willingly, you can force them to do so using the HOS Dispute Support Service. The more residents that do this from across housing associations, the better. *See next page for details.*



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The HOS can intervene and tell landlords to respond to a complaint even while it is being processed by the landlord. They will give them a deadline, and issue a Complaint Handling Failure Order if they don't meet the deadline.

## Housing Ombudsman Service

### Housing Ombudsman - Dispute support

The HOS provides advice and guidance to residents and landlords even while complaints are within the landlord's complaints procedure.

It can hold landlords to account if they do not follow their published procedures and respond in a timely manner. The system they use is called a [Complaint Handling Failure Order](#).

The HOS also has an online live chat function so you can be guided and helped through the process.

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October 2022