

Putting things right

# A guide to complaints



Leeds   
Federated

# A guide to complaints

If you're not happy with the service you've received from us, we want you to let us know so that we can put it right.

- 1** You can get in touch with us through any channel, including social media and you don't need to make a complaint in writing for us to respond.
- 2** If you would like, someone can make a complaint on your behalf. **They are known as an advocate.**
- 3** We will make sure that an **appropriate member of staff** will deal with your complaint.
- 4** At any point during your complaint, you can contact the **Housing Ombudsman Service** and ask for help and advice from a Dispute Support Advisor.

## What is a complaint?

It's when you are not satisfied with either the service you get or a lack of action on our part.

## Our commitment to you:

When we deal with your complaint we will:

- Take your complaint **seriously**
- Investigate it **thoroughly**
- Be **honest and fair** in responding to it
- Keep you **informed** of progress
- Do our best to **put any mistakes** we have made right
- **Learn** from any mistakes we have made

# How do we deal with complaints?

We will get in touch with you **within 5 days** of receiving your complaint and agree a timeframe for replying to your complaint and when you can expect an answer.

Depending on how complicated your complaint is, **you will usually receive an answer within 10 days of us receiving the complaint.** We will always reply within 20 days.

We will agree how you would like us to respond and **what a successful outcome would be for you.** Once we have logged your complaint,

we will give you a reference number, contact details for the person who will deal with your complaint and when you can expect to hear back from us.

**You will get a formal answer to your complaint either via email or a letter,** as well as the method we have agreed with you. This answer will confirm the outcome of our investigation, how we have reacted to your complaint and what changes, if any, we have made to our business practices as a result of learning from your complaint.

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## What happens if you are not happy with how we have dealt with your complaint?

If you are still dissatisfied, the complaint will be escalated to a senior staff member who will review the complaint and how it has been dealt with so far.

They will ask you why you are unhappy with how we have answered your complaint and will agree a further date for when you can expect an answer from them. **This will usually be within 20 working days of your appeal, but may take up to 30 days.**

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# Taking it further

## If you're unhappy with the final decision, you can take it to the Housing Ombudsman Service.

The Housing Ombudsman is an independent service which deals with disputes between tenants and landlords.

In dealing with your complaint, they will find the best outcome for your individual circumstances.

**For more information,** call **0300 111 3000** or go to **[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)**

## Leeds Federated have the right to decline dealing with a matter through the complaints process where there is a valid reason to do so.

### This may include:

- Matters that have already been considered under the complaints policy
- "Vexatious"/persistent complaints
- Matters where legal proceedings have been started
- Where the issue that the complaint relates to occurred more than 6 months in the past

## Leeds Federated

**Leeds Federated Housing Association Ltd.**

Suite 5, The Tannery,  
91 Kirkstall Rd,  
Leeds, LS3 1HS

**T** 0113 386 1000  
**E** [hello@leedsfed.com](mailto:hello@leedsfed.com)  
**W** [www.leedsfed.com](http://www.leedsfed.com)  
**T** @leedsfederated  
**F** Leeds Federated

## Get in touch

If you want to make a complaint you can:

-  Go to [www.leedsfed.com](http://www.leedsfed.com)
-  Email [hello@leedsfed.com](mailto:hello@leedsfed.com)
-  Call us on **0113 386 1000**
-  Write to us
-  Talk to a member of staff
-  Contact us via social media