

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

Get in touch with us.

We will try to sort out the issue straight away.

2

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.

3

If you would like, someone can make a complaint on your behalf. **They are known as an advocate.**

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 of getting your complaint.

We will also 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.

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

If you are still unsatisfied, 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.**

Taking it further

We aim to sort out your complaint quickly, but if you're unhappy with the final decision made you can take your complaint to a 'designated person' such as a local councillor or your MP.

They can try to resolve it for you or may decide to refer it to the Housing Ombudsman. The Housing Ombudsman is an independent service which deals with disputes between tenants and landlords.

For more information, call **0300 111 3000** or go to **www.housingombudsman.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

Get in touch

If you want to make a complaint you can:

-  Go to **www.leedsfed.com**
-  Email **hello@leedsfed.com**
-  Call us on **0113 386 1000**
-  Write to us
-  Talk to a member of staff
-  Contact us via social media

Leeds  Federated

Leeds Federated Housing Association Ltd.

15th Floor Pinnacle,
67 Albion St,
Leeds, LS1 5AA

T 0113 386 1000
E hello@leedsfed.com
W www.leedsfed.com
 [@leedsfederated](https://twitter.com/leedsfederated)
 Leeds Federated