

Putting things right

Our policy for dealing with complaints and learning how to improve our services

The basics

When something goes wrong, we want to put it right. Anyone (including a representative) can contact us at any time to tell us they're not happy.

This can be done:

- Online via My Account
- By email to hello@leedsfed.com
- Directly to a member of staff
- By telephone on 0113 386 1000
- By letter - write to us at The Tannery, 91 Kirkstall Road, Leeds LS3 1HS

Our approach

Customers can expect us to listen.

We will try to understand what's happened, the impact of this, and how we can fix it quickly.

We will think about whether the customer is requesting a service from us (eg a repair, ASB support) or if they are complaining about the service received.

Sometimes, it may be both.

We will treat customers with respect and we will be non-judgmental.

If we have to investigate, we will keep the customer up to date with how things are moving. Our Complaints Coordinator will keep things on track and will be on hand for any questions.

Whatever the outcome, we will be honest and open to learning.

What our customers can expect

An apology. If we've done something wrong, we'll apologise. We'll look at how we can put it right and learn from our mistake so this doesn't happen again.

If we're happy with how we've performed, we'll be honest about that too.

If the customer is out of pocket, we'll look at the best way that we can compensate them.

Stage 1

We'll try to put things right straight away, but if we can't we will open a stage 1 complaint. We will offer the opportunity to raise a complaint, even if we can put it right there and then.

- We'll get in touch with the customer within 5 working days of their complaint to fully understand the problem
- We'll respond within 10 working days of acknowledging the complaint

If we need extra time to look into this, we will let the customer know why and how long we think this will take. We'll then reply within 20 working days of the acknowledgment. If we need to, we'll work with the customer to agree a response and regular updates outside of these timescales.

Stage 2

If we haven't got it right at stage 1, the customer can appeal. The complaint will then go to stage 2. This will be handled by a senior colleague who will review the complaint and our first response. The person handling the complaint at this stage won't have been involved already, so they are free to make their own decision about how we can best resolve this issue. We will acknowledge the escalation within five working days and respond within a further 20 working days.

If we need to extend this, we can extend by another 20 working days but must let the customer know why and give them details of the Ombudsman at the same time. If we need to, we'll work with the customer to agree a response and regular updates outside of these timescales.

The Ombudsman

If a customer needs advice at any point or if our final response still isn't up to scratch, customers should contact the Housing Ombudsman:

- By phone: [0300 111 3000](tel:03001113000)
- Or go to: www.housing-ombudsman.org.uk
- Online form: [Make a complaint - Housing Ombudsman \(housing-ombudsman.org.uk\)](#)

We won't deal with a complaint when...

- There is already a court case dealing with the same issues
- The problems happened over 12 months ago
- The dispute has already been considered under this policy
- Numerous unfounded complaints have triggered our Challenging Behaviour Policy

We'll always explain why we won't be taking a complaint forward.

Where to find this information?

This policy, together with our Guide to Putting Things Right, our assessment against the Housing Ombudsman's Complaint Handling Code and details for how to contact the Ombudsman can be found on our website at: [Contact us - Leeds Federated Housing Association](#)

Key points for colleagues

All colleagues have a responsibility to support a fair, respectful, and transparent complaints process. Key expectations include:

- Take all complaints seriously and treat complainants with respect and confidentiality.
- Putting things right for the customer at the first point of contact where possible
- Follow the complaints procedure and co-operate fully during investigations.
- Maintain impartiality and avoid conflicts of interest when handling complaints.
- Support timely resolution by adhering to defined timeframes.
- Keep accurate records of complaints and actions taken on our housing management system.
- Promote a culture of learning, using complaints to improve services and practices.
- Engage in training to ensure understanding of complaint handling responsibilities

Key points for board/committee members and the regulator

To meet the expectations of the Housing Ombudsman Complaint Handling Code, the organisation has appointed a designated Board member to oversee the complaints process. This role ensures strategic accountability, promotes fairness, and drives service improvement.

- **Board:** Oversees the complaints framework, reviews performance, and ensures accountability.
- **Committees:** Monitors compliance, reviews complaints data, and supports continuous improvement.
- **Regulator:** Ensures legal compliance, may review escalated complaints, and requires transparent reporting on serious issues.

This structure ensures complaints are managed with integrity, and that insights from complaints lead to meaningful change for our customers.

Policy updates

The Resolutions team is responsible for updating this policy.

Policy updated and approved May 2025. Next review due May 2027.