

Complaints Service Standards

We aim to deliver an excellent service, but if you're unhappy with it and complain you can expect us to work to the following standards.



What you can expect from us

We will:

- ✓ Take your complaint seriously and investigate it fully.
- ✓ Be honest and fair in responding to your complaint.
- ✓ Keep you informed of progress in investigating your complaint.
- ✓ If we have made a mistake, we will do our best to put it right.
- ✓ Make sure we learn from complaints to help make improvements to our services. We will acknowledge stage 1 complaints **within 5 working days**.
- ✓ Aim to provide a response to stage 1 complaints within **10 working days**, we may need to extend the time taken to respond to **20 working days**, we'll let you know in advance if this is the case.
- ✓ Acknowledge stage 2 complaints within **5 working days**.
- ✓ Aim to provide a response to stage 2 complaints within **20 working days**, we may need to extend the time taken to respond to **40 working days**, we will let you know in advance if this is the case.



How we'll know we're getting things right

We monitor our service through Tenant Satisfaction Measures (TSMs). Here's what we track:

- % stage 1 complaints dealt with on time
- % stage 2 complaints dealt with on time
- % satisfaction with approach to complaints

Find out more about complaints at:

<https://www.lfha.co.uk/get-in-touch/compliments-and-complaints/>