

Complaints Handling Procedure for Tenants



August 2026

HCHA Complaints Handling



If things go right, we like to hear it. We can learn from that to improve our services. We also want to know if something goes wrong. We can learn from that too.

This leaflet tells you what you can expect from us when you make a complaint and how we will handle it.

If you would like more information about other ways to provide feedback, please ask for a copy of our Comments, Compliments and Complaints Policy.

We will make reasonable adjustments to help you access and use our services.

Giving Us Feedback

Most issues can be resolved through a prompt and informal discussion. If you experience a problem, we encourage you to contact us as soon as possible.

You can raise concerns:

- In person
- By telephone
- In writing
- By email
- Through a member of staff on site

We record concerns so we can understand what happened, when the issue was first raised and what action was taken. You don't have to say the word "complaint", but if you express dissatisfaction, a member of the team will give you the choice as to whether to make a complaint.

What Is a Complaint?

A complaint is any expression of dissatisfaction about:

- An action we have taken
- An action we have failed to take
- The standard of service provided by us or on our behalf

A complaint may involve more than one service area.

What Can I Complain About?

You can complain about things like:

- Delays in responding to enquiries
- Repeated failure to provide a service
- Repeated failure to meet service standards
- Dissatisfaction with policies or procedures
- Treatment by, or attitude of, a member of staff

What Can't I Complain About?

Our complaints process cannot be used for:

- A routine first-time request for service
- Matters with a separate appeal process
- Issues already considered by a court or tribunal

Where another route is more appropriate, we will explain the available options.

Who Can Complain?

Anyone can make a complaint, including a representative acting on behalf of someone who is dissatisfied with our services.

Getting Help Making Your Complaint

If you need support:

- A friend or relative can help
- An advocate can assist
- Citizens Advice may help
- Staff can help you complete a complaint form, but you will need to sign it

What Happens After I Have Complained?

Stage 1 Investigation

We will:

- **Acknowledge** your complaint within **5 working days**
- Clarify details if needed
- Investigate the issue raised
- Provide a **written response** within **10 working days** wherever possible.

Where delays occur, we will keep you informed and explain why.

Stage 2 Escalation

If you remain dissatisfied, you can request escalation to Stage 2 within 28 days of receiving the Stage 1 response.

In this stage, a different person to who investigated at stage 1, often a senior manager, will review:

- The original complaint
- The investigation findings
- The Stage 1 response

You may also:

- Submit additional information and evidence

You will:

- Receive an **acknowledgement** within **5 working days**
- Receive a final Stage 2 **written response** within **20 working days** wherever possible

Where delays occur, we will keep you informed and explain why.

What Is Included In The Written Response?

Our response letter will explain:

- Findings from the investigation
- Actions we will take, and who will be responsible for those actions
- Explanation for when we cannot meet your expectations, for example, where things are outside of our control, if this would be against the law or where we are bound by the Regulator for Social Housing requirements



Learning From Complaints

We use complaints to improve our services and may ask for feedback about your experience of the complaints process once your case is closed.

We also report this learning to our board on an anonymized basis.

What If I Am Still Dissatisfied?

You can contact the Housing Ombudsman Service for independent advice at any stage.

Housing Ombudsman Service

PO Box 1484

Unit D

Preston

PR2 0ET

Telephone: 0300 111 3000

Website: www.housing-ombudsman.org.uk

The Ombudsman may not get involved;

- If more than 12 months have passed since you first became aware of the matter that you are complaining about.
- If the matter does not affect, or causes injustice, to you personally.
- If you have a right to appeal or take legal action, and it is reasonable for you to have done so, the Ombudsman may not investigate the complaint.
- If it involves issues that affect many people within an area. These should be directed to the Regulator for Social Housing.

Reporting a Significant Performance Failure to The Regulator

A significant performance failure is something that we do, or fail to do, that puts the interests of all our tenants at risk.

Significant performance failures are not between one individual tenant and their landlord and are therefore not dealt with through this complaints' procedure.

If you are affected by a problem like this, you should first report it to us. If you have told us about it but we have not resolved it, nor informed you of planned actions, you can report it directly to the Regulator of Social Housing.

The Regulator also has information on their website:

<https://www.gov.uk/guidance/information-for-tenants>

Housing Related Support Complaints

If your complaint is about support services for which you were referred to us by the council, as well as following our complaints procedure, you can:

- Visit <http://www.hull.gov.uk/support-adults/carers/adult-social-care-feedback-and-complaints>
- Call 01482 300300
- Send your complaint in writing to the Contact Coordinator, Adult Social Care, Strategic Service Development Team Warehouse 8, Guildhall Road Hull, HU1 1HJ.

Complaints Form

Your Name			
Address			
Phone Number			
Email			
When did you first become aware of the issue?			
Have you reported this to us before?	Yes		No
	When?	How?	
What would your desired outcome of this Stage 1 complaint be?			
If you want a representative to be the contact person for this complaint, please provide their contact details (please still sign the form yourself)			
Please use the space below and overleaf to provide as much detail as you can about your complaint			

Signed	
Date	

**Please return this form to any member of HCHA staff, or send it to the attention of the
Complaints Officer,
Hull Churches Housing Association, Studio 701, 17 Princess Street, Hull, HU2 8BJ**

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Address			
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