

COMPLAINTS PROCEDURE

STAGE 1

- You can make a complaint addressed to the Estate Office by email or in writing.
- Your complaint will be registered in the Estate Office Complaints Register, which will include the date, your property address and a brief description of your complaint.
- Your complaint will be acknowledged within 5 working days.
- We will provide a full response within 15 working days. In complex cases we will write to you and advise you that your complaint is still being investigated and that a further time period will be required to continue our investigations.
- We will then ask you to complete a Complaints Satisfaction Survey, details of which will be added to the Complaints Register against your complaint.
- If you are satisfied with our response your complaint will be closed.
- If you are not satisfied with our response contact us in writing within 28 days and explain why.
- Your complaint will then go to Stage 2.



STAGE 2

- Your Block Director will acknowledge this within 5 working days.
- We will contact you to understand your continued dissatisfaction.
- We will issue a formal response within 10 working days, or 15 working days in more complex cases.
- We will then ask you to complete a Complaints Satisfaction Survey.
- If you are satisfied with the response, your complaint will be closed and the outcome recorded in our Complaints Register.
- If you are not satisfied with our response, then contact us within 28 days and explain why.
- This will then go to Stage 3.



STAGE 3

- If you are still not satisfied our Chairman will arrange for your complaint to be considered by a panel hearing.
- The Chairman will convene a panel within 20 working days to consider your complaint and advise you of the date and time it will take place in the Estate Hall.
- The panel will include your Block Director and two other Directors from St Paul's Court.
- You will be able to attend and bring a representative. If you and your representative do not wish to attend, please let us know.
- The panel's decision is final and your complaint will be closed.