

# STONEY WALL HOUSING CO-OP COMPLAINTS PROCEDURE

ADOPTED:

## WHAT SHOULD I DO IF I HAVE A COMPLAINT AGAINST:

- **A NEIGHBOUR?**
- **A COMMITTEE MEMBER?**
- **A COMMITTEE DECISION?**

1. You should put your complaint in writing to the Management Committee and deliver it either to the Secretary of the Co-op or the registered office 8 Waldegrave Road, Teddington, Middlesex, TW11 8GT. The Committee of Management will consider your complaint at their next Meeting and reply to you with their written response within 14 days of the Management Committee Meeting that your complaint was considered. Anonymity can be requested.
2. If you are not satisfied with the Committee's response you should contact them again, in writing, asking to attend their next meeting in order to present your case. If your complaint is about one or more committee members they shall be asked to leave the meeting. Once you have made your complaint in person, the Committee will ask you to leave the meeting in order to make a decision, which again you will be informed of in writing within 14 days. If anonymity is requested CH can represent the tenant's complaint if they consider the complaint justified.
3. If you are still not satisfied you can complete a complaints form available from the Independent Housing Ombudsman, Exchange Tower, Harbour Exchange Square, London E14 9GE; telephone 0300 111 3000; email [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk), or if you prefer, write a letter to them detailing your problem.

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*If your complaint is specifically concerning:*

- ◆ *an application for housing*
- ◆ *how a tenancy matter has been dealt with*
- ◆ *a member of staff*

*You should contact your Housing Officer at the CH Office who will send you CH's "Complaints Procedure".*

**THIS PROCEDURE IS AVAILABLE IN OTHER LANGUAGES UPON REQUEST**

Amended January 2011