

Making a Complaint

We want you to be satisfied with the services we provide, but we know that sometimes things go wrong. It's then that you may need to get in touch with us to make a complaint.

How to make a complaint

✉ customer.services@coophomes.coop

🌐 <https://www.coophomes.coop/about-us/compliments-and-complaints/log-a-complaint-online/>

✉ Co-op Homes, 8 Waldegrave Road, Teddington TW11 8GT

When you contact us with a complaint, we'll try to put things right and fix what's gone wrong by the end of that day. We'll also give you an explanation and apologise for any problems we may have caused. If we're not able to resolve the issue, one of our Community Housing Advisors will look into it further. They'll discuss the situation with you and give you a written or emailed response within five working days – this is called Stage 1.

Not satisfied with our response?

If you're not happy with our response or the way we've dealt with your complaint you can let us know that you aren't satisfied with the outcome of Stage 1 and ask for it to be reviewed by a Senior Manager – this is called Stage 2.

We'll follow the same process as your initial complaint. A Senior Manager will review our response to check that it was fair and set out any new actions if they're required. They will respond to you within five working days.

To have your complaint reviewed or escalated to Stage 2, just contact either the person who dealt with your complaint initially or use the contact details at Stage 1.

The Housing Ombudsman

If you've gone through the stages of our complaints procedure but are still unhappy, you can ask a designated person to consider your complaint. A designated person can be an MP, councillor or residents' panel. There are more details about how to do this at www.housing-ombudsman.org.uk. The designated person will either try to resolve your complaint themselves or refer direct to the Housing Ombudsman. If you decide not to ask a designated person to consider your complaint, you have the right to contact the Housing Ombudsman Service directly yourself.

The Housing Ombudsman Service is an independent organisation that offers a free and fair way of dealing with complaints against housing organisations.

You can contact the Housing Ombudsman on 0300 111 3000 or download a complaints form from www.housing-ombudsman.org.uk.

Contact Us

📞 0203 166 2608

✉ Customer.services@coophomes.coop