

CHIPPENHAM HOUSING CO-OP COMPLAINTS PROCEDURE

ADOPTED: 17/02/00. REVIEWED 2012. Updated 2016.

WHAT SHOULD I DO IF I HAVE A COMPLAINT AGAINST:

- **A NEIGHBOUR?**
 - **A COMMITTEE MEMBER?**
 - **A COMMITTEE DECISION?**
1. You should contact the Chair of the Co-op or its Managing Agent Co-op Homes at their office, 8 Waldegrave Road, Teddington, Middlesex, TW11 8GT in writing to make the complaint. 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 meeting.
 2. If you are not satisfied with the Committee's response you should contact the Chair, in writing, asking for the issue to be an agenda item at the next committee meeting. If your complaint is about one or more committee members they shall be asked to leave the meeting. Once you have made your complaint you will be asked to leave the room while the other person returns and responds. Both parties will then be asked to leave the room while a decision is being made. Complaints should not be anonymous unless there are exceptional circumstances. Action regarding the complaint will be determined by the Co-op.
 3. If the decision is still unsatisfactory then you can request an Independent Arbitrator/Mediator at a Committee meeting. (Co-op Homes to inform us further)
 4. If you are still not satisfied you should contact the Independent Housing Ombudsman, Exchange Tower, Harbour Exchange Square, London E14 9GE; telephone 0300 111 3000; email info@housing-ombudsman.org.uk, or if you prefer, write them a letter detailing your complaint.

If your complaint is specifically concerning an application for housing or how a tenancy matter has been dealt with you should contact Pete Dodkins at Co-op Homes, 8 Waldegrave Road, Teddington, TW11 8GT or 0845 250 7276.

THIS PROCEDURE IS AVAILABLE IN OTHER LANGUAGES UPON REQUEST

Reviewed and approved by Management Committee Feb.2012