

WHAT TO EXPECT WHEN MAKING A COMPLAINT

Housing Services

We always try to provide you with an excellent service, but we know sometimes we let you down.

This leaflet sets out how to make a complaint and what to expect.

How to make a complaint

You can make a complaint regarding your Council property or Council service by:



- **Email:** customerservices@newark-sherwooddc.gov.uk
- **Online:** Go to www.newark-sherwooddc.gov.uk/customerfeedback or scan the QR code
- **Call:** 01636 650 000
- **In Person:** Speak to one of our Officers or visit one of our sites at Castle House in Newark or Ollerton Advice Office

If your complaint is about your Council property, you can contact the Housing Ombudsman Service at any time during the process. There's no need to complete the Council's complaints process first. The details are in all response letters and later in this leaflet.

What to expect

Stage 1 - Investigation and response

1. **Acknowledgement (within 5 working days)** – You'll receive an email or letter confirming your complaint has been received and outlining the next steps.
2. **Response (within 10 working days after acknowledgment)** – A Senior Officer will investigate and send you a written response, via email or letter. If needed, they can talk you through the outcome.
3. **Delays** – If we need more time, we'll explain why and give you a new response date (within an extra 10 working days).

If you're unhappy with the outcome, you can request a **Stage 2 review**.

What to expect

Stage 2 – Further investigation

If you're unhappy with the Stage 1 response, a Director or Business Manager (not involved in Stage 1) will review your complaint.

- 1. Acknowledgement (within 5 working days)** – You'll receive an email or letter confirming your complaint has been received and outlining the next steps.
- 2. Response (within 20 working days after acknowledgment)** – A Director or Business Manager will investigate, which may include a home visit, and provide a written response, via email or letter. If needed, they can explain the outcome to you.
- 3. Delays** – If more time is needed, we'll explain why and give you a new response date (within an extra 20 working days).

The outcome of a complaint

You will receive a written response, via email or letter outlining:

- The outcome of the investigation, including the findings and reasons for the decision.
- If your complaint is upheld or not.
- We will apologise if we made a mistake.
- If there are issues with our processes, we'll explain what changes we're making to improve and prevent it from happening again. These updates are shared in the Tenant Annual Report for housing complaints.
- If your complaint is about an officer's conduct, we will investigate, but cannot share any actions due to confidentiality.
- We will do our best to make things right.

The Housing Ombudsman Service

The Housing Ombudsman Service is an impartial service available to all social housing residents to support them to resolve disputes with their landlord.

You can contact them via their website www.housing-ombudsman.org.uk, by calling **0300 111 3000** or by emailing them at info@housing-ombudsman.org.uk.

Contact Us

Email: customerservices@newark-sherwooddc.gov.uk

Online: www.newark-sherwooddc.gov.uk/customerfeedback

Call: 01636 650 000

In Person: Castle House, Great North Road, Newark, Nottinghamshire, NG24 1BY

