



## **Complaints and Appeals Policy**

This procedure would be available to tenants, prospective tenants and other interested parties.

### **STAGE 1**

A verbal or written statement raising a particular issue will be dealt with by the Administrator and the complainant will receive a response within 15 working days.

Should the issue not be resolved the complainant will be advised of the HfW Stage 2 procedure.

### **STAGE 2**

The Panel will consist of the Chair of the Board plus one Board Member and one Shareholder (NB No member of the Allocations Panel or the Finance and Audit committee may sit on the Complaints Panel)

The complainant will state, in writing, the nature of their complaint with as much detail as possible.

The Panel will consider the statement together with a report and any other relevant documentation from the Administrator.

A meeting will be arranged between the Panel and the complainant within 28 working days of the complaint being received.

The complainant may bring to the meeting a friend as a witness who may not participate in the proceedings.

The Panel will respond to the complainant, in writing, within 7 working days of the meeting taking place.

### **STAGE 3**

If the complainant is dissatisfied with the Panel's response and the matter is unresolved, the complainant will be advised to contact the Tenant Services Authority or the Housing Ombudsman