



## Complaints Policy

### Timescales and Processes

A tenant/ representative can make a complaint in the following ways:

- In a House Meeting
- Via a Complaints and Compliment Slip
- Via the channel on the website
- Verbally
- In writing

External agencies/organisations & third-party individuals can make complaints in the following ways:

- Verbally
- In Writing

Parasol Homes will respond to your complaint within the following set deadlines and will ensure that you are kept informed as your complaint is investigated, and a decision is made.

- Acknowledgement response to your complaint – 3 working days from receipt of the complaint
- Full investigation and written response – within 20 working days from the date of the acknowledgement

### The Housing Ombudsman

Where you feel that your complaint remains unresolved or that it has not been handled satisfactorily, you can report your complaint directly to the Housing Ombudsman Service.

The Housing Ombudsman Service is an independent body set up by law to investigate complaints about registered housing organisations. The Housing Ombudsman is free, independent, and impartial for you to use and can be contacted in the following ways:

Website: <https://www.housing-ombudsman.org.uk/residents/make-a-complaint/>

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Telephone: 0300 111 3000

Post: Housing Ombudsman Service, PO BOX 152, Liverpool, L33 7WQ