

## Complaints Procedure Resident Flowchart

Salvation Army Housing Association (saha) are committed to providing a high-quality service for our customers and working in an open and accountable way that builds trust and respect. We strive to deliver excellent services but know that sometimes things go wrong.

### Stage 2

#### Acknowledgement

**Response Time: Between 2 and 5 working days**

You will be contacted by a saha Senior Manager within **2 working days**, to determine how you would like to be contacted, whether you need an advocate or friend to support you and clarify why you are not satisfied with the Stage 1 outcome.

Your Stage 2 complaint will be acknowledged in writing within **5 working days**



#### Investigation and Response

**Response Time: Within 20 working days**

During the investigation process you will be kept informed of progress and the likely decision. You will be given the opportunity to correct any misinformation and provide information.

You will receive a written response with the outcome of your complaint within **20 working days**



#### Satisfaction

If you are still dissatisfied after exhausting our internal complaints process you may complain directly to the Housing Ombudsman. This should be through a *Designated Person* (with your authorisation) within **eight weeks** of the final decision or directly by you after **eight weeks**.

**Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ**

**Telephone: 0300 111 3000, Fax 020 7831 1942**

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