

How to Make a Complaint

NPH complaints process

We aim to provide an excellent service, but if something goes wrong, we want to know about it. Receiving a complaint gives us the opportunity to put things right and improve our services.

What is a complaint?

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.

You can complain about services provided by NPH staff or contractors working on our behalf. We handle complaints in line with the Housing Ombudsman's Complaint Handling Code.

Complaints can be about issues relating to:

- Repairs and property condition
- Tenancy management
- Grounds and tree maintenance
- Mutual exchanges
- Aids and adaptations
- Communal cleaning and maintenance
- Rent, service charges and leasehold services
- Anti-social behaviour case management
- Staff or contractor conduct
- Requests for information
- Previous complaints

How to tell us about a complaint

Phone: 0300 330 7003

Email: HousingComplaints@nph.org.uk

Online complaint forms can be found on West Northamptonshire Council's website: <https://forms.westnorthants.gov.uk/xfp/form/537>

Who can complain?

We define a complainant as a tenant including shared ownership tenant or leaseholder of a property who has exercised the right to buy, licensee of a traveller's site pitch, tenant of a garage, stakeholder or any person who receives a service from NPH.

Any individual with vulnerabilities or who would like help to make a complaint can have the support of an advocate at any stage of the process. For example, a friend, relative or professional whom they give consent to speak with us on their behalf. However, legal representatives such as solicitors are not accepted by NPH.

Anonymous Complaints

Anonymous complaints will be recorded as a complaint and the issues being raised will be investigated and action taken as appropriate. However, the complainant would need to make themselves known to NPH to receive a formal response.



Acknowledge

Following **receipt** of a complaint it will be **logged, accepted, and acknowledged** within **five working days**.

Stage 1 Resolution

A **Stage 1 complaint** will be investigated and responded to by a Team Leader or Manager. The Team Leader/Manager will do all they can to resolve a complaint and respond to you within **10 working days**.

For more complex complaints, the response can be extended for a **further 10 working days** with the customer being kept informed.



Stage 2 Acknowledge

Requests to escalate to Stage

2 should be made within **28 days** of the Stage 1 response. Any Stage 2 escalation requests will be acknowledged within **5 working days** of **receipt**.

Stage 2 Review

A Stage 2 complaint will be reviewed by a Head of Service or Director. They will review the findings of your complaint at **Stage 1**. They will also look at how your complaint was handled. Any issues that have not been addressed or fully investigated already will be considered and you will receive a full response to the complaint **within 20 working days** of the Stage 2 acknowledgment.

For more complex complaints, the response can be extended for a **further 20 working days** with the customer being kept informed.

Your rights

When a complainant exhausts the NPH complaints process, if they do not consider the matter to have been satisfactorily resolved, they can refer their complaint to the Housing Ombudsman.

Housing Ombudsman

If you are a tenant of NPH (including shared ownership tenant or leaseholder of a property who has exercised the right to buy, licensee of a traveller's site pitch, or tenant of a garage), the Housing Ombudsman will formally review complaints once they have been through NPH's formal complaints process. But they can be contacted at any time for support and advice below.

Online complaint form:

www.housing-ombudsman.org.uk/residents/make-a-complaint/

Phone: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Postal address: Housing Ombudsman Service, PO Box 1484, Unit D,
Preston, PR2 0ET