



# How to make a complaint

How you can make a complaint if you're  
unhappy with the service you've received

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## What is a complaint?

A complaint is any expression of dissatisfaction about a service or product we have provided, or should have provided. A complaint can be made when we've:

- ▶ Failed to provide a service when agreed
- ▶ Provided a poor standard of service
- ▶ Made a mistake in the way we've provided the service
- ▶ Failed to meet our existing service standards
- ▶ Failed to follow our policies correctly

We'll only investigate complaints received within six months of the issue.

## How can I make a complaint?

Let us know straight away about any problems you have so that we can sort it out for you as quickly as possible.

You can tell us about your complaint in person, in writing, by email, over the telephone, using social media, online via our website or by requesting a complaint form.

Our contact details are provided on the back page of this leaflet.

## Support with making a complaint

The complaints service is open to anyone who receives or requests a service from us.

Please tell us if you need help making a complaint. We'll be happy to help and provide

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We aim to provide an excellent service to our customers and if we get things wrong we want to put them right and learn from our mistakes. This leaflet tells you about our complaints service and how you can make a complaint if you are unhappy with the service we provide.

support. If you prefer, you can ask a family member or friend to help. You can also ask for further help and advice from your local Citizens' Advice Bureau, your local Councillor or MP.

### 'First time fix' complaints

If the complaint can be easily resolved, it will be dealt with straight away.

We allow two working days to resolve complaints of this nature; this type of complaint is known as a First Time Fix.

For example, this would apply where we have missed an appointment and we were able to make a new arrangement that suited you.

If you're not satisfied with the outcome, you can move onto the formal complaints process.

### Formal complaints Stage 1

If we cannot resolve the problem within two working days and a solution isn't easily available, we will record this as a Formal Complaint.

All formal complaints will be fully investigated. We'll discuss your complaint with you so you're aware of our timescales and the process.

If your complaint was raised after 1 January 2020 we allow 10 working days to respond fully to formal



### If you need to make a complaint, we will:

- ▶ Listen and deal with your complaint promptly
- ▶ Investigate your complaint fully
- ▶ Keep your complaint confidential at all times
- ▶ Handle things fairly
- ▶ Put right any mistakes and learn from them
- ▶ Apologise when we've got things wrong
- ▶ Help anyone who needs assistance making a complaint

### Formal complaints Stage 2

complaints. We'll keep you updated on progress until the complaint is resolved.

If you don't feel our formal complaint response is factually accurate, doesn't resolve your complaint or that we didn't follow our process, we'll record this as a Stage 2 formal complaint.

If this is the case, please let us know in writing within one month of receiving your Stage 1 response and we'll review this for you.

If you're unable to contact us in writing, please ring to discuss over the telephone.

We allow 20 working days to review a complaint at Stage 2.

### Independent Complaints Panel

If you're not satisfied with our Stage 2 response, you can go to our Independent Complaints Panel.

This panel is made up of trained customers who'll act as an independent person to review your complaint.

Please contact us for more information.



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## Learning from complaints

We'll review all complaints regularly to make sure they're being dealt with effectively and consistently.

Most importantly, we use complaints to identify areas of our service where we need to make changes, so that the service you receive continues to improve.

## What to do if you're still unhappy

If you're still unhappy after you have been through our complaints process, you can ask the Housing Ombudsman to consider your case.

The Housing Ombudsman can only consider complaints from customers, leaseholders or housing applicants.

- ✍ Housing Ombudsman Service,  
PO Box 152, Liverpool L33 7WQ
- ☎ 0300 111 3000
- ✉ [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)
- 🌐 [housing-ombudsman.org.uk](http://housing-ombudsman.org.uk)

For Care and Support complaints, customers can refer their complaint to the Care Quality Commission. If your complaint is about our Money Advice Service, you can ask the Financial Ombudsman Service to consider your case.



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# How to contact us

## By phone

Longhurst Group customers

 0300 123 1745

Dedicated phoneline for leaseholders

 0345 60 88 006

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## Online

 [longhurst-group.org.uk/contact](https://longhurst-group.org.uk/contact)

 [facebook.com/LonghurstGroupHome](https://facebook.com/LonghurstGroupHome)

 [@LonghurstGroup](https://twitter.com/LonghurstGroup)

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## In writing

### **Boston office**

Longhurst Group,  
Leverett House,  
Gilbert Drive, Endeavour Park,  
Boston PE21 7TQ

### **Rushden office**

Longhurst Group,  
1 Crown Court  
Crown Way, Rushden  
Northamptonshire NN10 6BS

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This information is also available on our website:

 [longhurst-group.org.uk/complaints](https://longhurst-group.org.uk/complaints)

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