

Putting things right

# A guide to complaints



Leeds   
Federated

# A guide to complaints

If you're not happy with the service you've received from us, we want you to let us know so that we can put it right.

- 1 Get in touch with us.** We will try to sort out the issue straight away.
- 2 If we can't resolve it within 24 hours,** we'll investigate your complaint further and get back to you within 7 working days.
- 3** If you are still unsatisfied, the Head of Service responsible for the area your complaint is about will **review your case within 5 working days** and let you know the outcome.
- 4 The final stage of our complaints process** is a board member review. They will investigate your complaint within 15 working days and make a final decision.

## What is a complaint?

It's you expressing **dissatisfaction** about a **service failure**.

# Taking it further

**We aim to sort out your complaint quickly, but if you're unhappy with the final decision made you can take your complaint to a 'designated person' such as a local councillor or your MP.**

They can try to resolve it for you or may decide to refer it to the **Housing Ombudsman**. Or, you can wait for 8 weeks after the Board Member review and refer it to the Housing Ombudsman yourself. The Housing Ombudsman is an independent service which deals with disputes between tenants and landlords.

For more information call **0300 111 3000** or go to **[www.housingombudsman.org.uk](http://www.housingombudsman.org.uk)**

## **Our commitment to you:**

When we deal with your complaint we will:

- Take your complaint **seriously**
- Investigate it **thoroughly**
- Be **honest and fair** in responding to it
- Keep you **informed** of progress
- Do our best to **put any mistakes** we have made **right**
- **Learn** from any mistakes we have made

# Get in touch

If you want to make a complaint you can:



Go to [www.leedsfed.com](http://www.leedsfed.com)



Email [hello@leedsfed.com](mailto:hello@leedsfed.com)



Call us on **0113 386 1000**



Write to us



Talk to a member of staff

**Leeds**  
**Federated**

**Leeds Federated Housing  
Association Ltd.**

Arthington House  
30 Westfield Road  
Leeds LS3 1DE

**T** 0113 386 1000  
**E** [hello@leedsfed.com](mailto:hello@leedsfed.com)  
**W** [www.leedsfed.com](http://www.leedsfed.com)  
**T** [@leedsfederated](https://www.instagram.com/leedsfederated)  
**F** Leeds Federated