

We are here to listen

Complaints, compliments and your suggestions

We want you to be happy with the services you receive, and we want to know when we get things right or wrong. We want to improve on what we do by building on our successes and learning from our mistakes by:

- Listening to your feedback, good or bad
- Dealing with complaints efficiently and effectively
- Keeping you up to date with progress
- Being honest and open about the process

We will ensure that the most urgent consideration is given to complaints relating to harassment and discrimination.

If we fail to deliver on our promises, you may want to make a complaint, this leaflet tells you how to do it.

What is a Complaint?

An expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

Making a Complaint

Our Customer Service Team will handle your complaint overseen by the Customer Service Manager. If you want to make a direct complaint you can contact us in the following way:

- Send a letter to the Customer Services Team
Populo Homes, 373 High Street, Stratford,
E15 4QZ
- Email:
hello@populoliving.co.uk
- Phone us on: 0207 112 8901

We will not accept complaints through social media such as Twitter, Instagram or Facebook.

If you cannot do this yourself, you can ask a friend or relative to help you.

Our promise to you in dealing with your complaint.

- We will adhere to The Housing Ombudsman's Complaint Handling Code
- To use plain language that is easy for you to understand.
- To address each point, you raise
- When responding to you we will advise you of
 - The complaint stage.
 - The outcome of the complaint
 - The reasons for the decisions made
 - The details of any remedy to put things right.
 - Details of any outstanding actions
 - Details of how to escalate the matter if you remain dissatisfied.

We will not be able to deal with your complaint if:

- The issue giving rise to a complaint occurred over six months ago.
- Legal proceedings have commenced
- Matters have already been considered under this complaints policy.

Stage 1 – Local Investigation

We will acknowledge your complaint within one working day of receipt and will ensure you receive a full response within 10 working days. We may ask you for clarification or further details of your complaint at this stage. You may access the resources of The Housing Ombudsman at any stage during the procedure and you are encouraged to do so, please see Stage 3 below for further details.

Stage 1 Complaints will be handled by the Property Manager responsible for your development unless the complaint is

Stage 2 – Complaint Escalation

If you feel your complaint has not been resolved to your satisfaction you can ask to progress to Stage 2.

The Stage 2 Complaint will be reviewed by our designated complaints officer, they will undertake a thorough and detailed investigation to ensure your complaint has been handled in a fair and appropriate manner and a written response will be provided within 20 working days.

Stage 3 – The Housing Ombudsman

We genuinely hope that all complaints can be settled amicably between us. However, if you remain dissatisfied you may seek redress through The Housing Ombudsman that provides a free, independent service for dealing with unresolved disputes.

When making a complaint you should advise them of our membership number which is **5114**:

You can contact the Housing Ombudsman in the following ways:

- Send a letter to Housing Ombudsman Service, 2nd Floor 10 South Colonnades, Canary Wharf, London E14 4PU
- Via their website: <https://www.housing-ombudsman.org.uk/residents/make-a-complaint/#iylamoos>
- Phone: 0300 111 3000

Customer Feedback Form

Name

Address

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.....

Daytime contact no. Email:

The details of your feedback will remain confidential to Populo Living, contractors acting on our behalf and independent organisations that we occasionally ask to carry out quality checks.

Complaint **Compliment** **Suggestion**

What do you want to tell us? (use a separate piece of paper if needed)

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What do you think we should do?

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When you have completed this form, please return it to hello@populoliving.co.uk or:
Populo Living, Customer Services, 373 High Street, London E15 4QZ

Thank you for your feedback
A member of the Customer Services Team will be in touch with you within 1 working days of receipt.