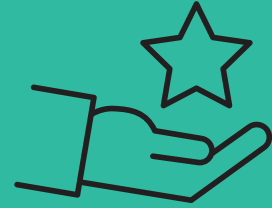


COMPLAINT PROCESS

1. YOUR RIGHT

Tenants have the right when not happy with a service provided by Hilldale to make a complaint sometimes they can be resolved straight away sometimes we need to formally investigate.



2. HOW TO REPORT

to make a complaint you can,
Email: Hello@hilldale.org.uk
Call: 01257 367 374
Tell a Hilldale member of staff



3. OR.....

Fill in a form at:
<https://hilldale.org.uk/my-home/make-a-complaint/>



4. WE WILL

within 5 working days log this as a stage 1 complaint to our Complaints Officer and send you a letter to acknowledge this



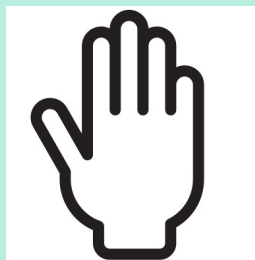
5. STAGE 1

Our Complaints Officer will investigate the issues raised and provide an outcome to you in 10 working days from the date of the acknowledgment letter



6. STAGE 2

If you are still unhappy with the outcome at stage 1 you can escalate your complain to a stage 2 where it will be reviewed by a Senior Manager



7. OUTCOME

The Senior Manager will investigate the complaint and identify if there has been a service failure and provide an outcome within 20 working days



8. HOUSING OMBUDSMAN

If you remain unhappy after the stage 2 complaint you have the right to take this to The Housing Ombudsman who can be contacted on Telephone: 0300 111 3000 or www.housing-ombudsman.org.uk

