

This leaflet explains how you can make a complaint if things go wrong.

We are committed to providing an excellent service and we welcome feedback from all our tenants. If you are pleased with our services, please let us know and we will use the information to thank our staff members.

However, we also recognise that sometimes things go wrong. If you are dissatisfied with something we have done or not done, or with the level of service you received, please let us know. We will investigate and try to put things right. We will use what we learn to improve our services.

Complaints Handling Code

We have a two-stage complaints process, in line with the Housing Ombudsman's Complaint Handling Code. The code aims to achieve best practice in complaint handling, helping landlords to provide a better service to tenants.



You can contact the Housing Ombudsman at any time for advice about your complaint, by:

- using the online complaint form at www.housing-ombudsman.org.uk
- phoning 0300 111 3000, or
- writing to: Housing Ombudsman Service, PO Box 1484, Unit D, Preston PR2 0ET (but there may be delays if you use this option).

We define a complaint as:

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

Our formal complaints process

Stage 1: WFHA Head of Service

You can take your complaint to our Head of Service by:

- phoning the office on 020 8524 6987
- emailing us at complaints@wfha.org.uk, or
- writing to us at WFHA Libro Court Office, 2A Larkswood Road, Chingford, London E4 9DY.

Within five working days, we will let you know we have received your complaint. Within 10 days, you will get a full response from our Head of Service.

If we need more time to complete our investigation, we will let you know why and give a new response date. This will be within a further 10 working days, unless there are exceptional circumstances.

After we have investigated your complaint, we will write to let you know the outcome.

If you are still unhappy, you can take your complaint to stage 2.

Stage 2: WFHA Director

You can take your complaint further by contacting the Director of Housing. You can do this in writing, on the phone or by email to complaints@wfha.org.uk

We confirm we have received your complaint within 5 working days. Our Director of Housing will investigate and send you a written response within 20 working days of hearing from you.

Stage 2 is our final response. If you are satisfied, we will record your complaint as closed. However, if you are still dissatisfied, you can ask the Housing Ombudsman to help you resolve things, using the contact details on the front page.

Find out more

Phone: 020 8524 6987

Email: info@wfha.org.uk

Visit our website:

www.wfha.org.uk

Write to:

WFHA Libro Court Office
2A Larkswood Road
Chingford
London E4 9DY

If you would like this leaflet translated into a different language, please let us know.