

## Making a Complaint

### What is a Complaint?



A complaint is “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.”



This definition was made by the Housing Ombudsman as part a new Complaints Code. The Ombudsman look at complaints about housing organisations.



Sometimes, people have a concern when you tell us about something, and we try to make things right.

This isn't a complaint, but if we don't resolve this, it may get worse and lead to a complaint.

### You may want to make a complaint because:



You have asked us to do something, and we haven't done it



A member of staff has been rude to you



Or something else that we have done which you are unhappy about

## Exceptions to Making a Complaint



If the thing you want to complain about happened over 12 months ago



A resident complains about the behaviour of another resident. This is dealt with under TCT'S anti-social behaviour policy



The complainant is abusive to staff or acts unreasonably during the complaints process.



If the thing you want to tell us has already been dealt with.



A resident complains about their level of rent and service charge



The issue is subject to legal action or to an enforcement notice or other statutory notice



Compensation claims for damage to personal property or personal injury. Where appropriate these will be dealt with directly or through insurers.



Complaints about employee conduct that require the involvement of HR. The outcome of any internal investigation will remain confidential and will not be disclosed to the resident, in line with data protection.

## How do I make a Complaint?



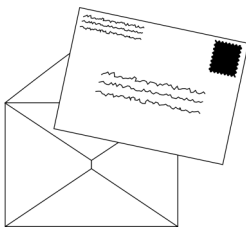
Email using [info@thorngate.org.uk](mailto:info@thorngate.org.uk) (available for use 24/7)



Telephone by calling 023 92534999 (apart from bank holidays, available weekdays 9am – 5pm, voicemail facility out of hours)



In person, speaking to a warden on site



In writing to the Administration office at 10 Clare House, Melrose Gardens, Gosport PO12 3BZ



In person by visiting the Administration office, 10 Clare House, Melrose Gardens, Gosport PO12 3BZ (apart from bank holidays, available weekdays 9am – 5pm)



Online form by visiting [www.thorngate.org.uk](http://www.thorngate.org.uk)



You can also ask someone to help you make a complaint.

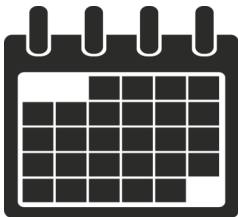
# What happens after I make a complaint?



There are two stages to the complaints process



All complaints are acknowledged within 5 days after receipt.



At stage 1 a response will be communicated within 10 working days



The complaint will be given to the member of staff who is best placed to deal with it



If you are unhappy with the outcome, you can go to stage 2.

You will need to speak to the Complaints Officer, Anne Taylor CEO. A response will be provided within 20 working days.

You cannot appeal against the final decision.

**Housing**  
Ombudsman Service

But you can contact the Housing Ombudsman Service If you are still unhappy with how your complaint has been dealt with.