

# Your guide to complaints



If you have a complaint about the service you've received from us, we want to know so we can put things right.

**0300 123 1 567**  
**[www.radian.co.uk](http://www.radian.co.uk)**



# What is a complaint?

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## Our complaints procedure covers:

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A complaint is where you tell us you are not satisfied:

- with the level of service we have provided
- with the attitude or behaviour of our staff or contractors
- with a decision we have made
- if you think a decision was not made according to the relevant policy

## Our complaints procedure does not cover:

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- concerns about what services we provide
- complaints about anti-social behaviour as we have a separate procedure for this
- complaints about a policy or procedure
- we may not deal with a complaint if it is unreasonable
- we may deal with your complaint differently from the normal procedure if a senior manager decides to do so; we will explain the reasons why if this happens
- we will normally only deal with complaints made within 6 months of the issue being complained about.

# Who can complain?

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- Tenants, Shared Owners, Leaseholders, Licensees
- Waiting list applicants
- Service users who receive support services
- The complainant must be in a tenant/landlord relationship with us (or have permission to act on that person's behalf).

**When you make a complaint please tell us the facts and what you want us to do to solve the problem.**

# When dealing with your complaint, we will:

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- Contact you regularly and keep you updated
- Find a satisfactory resolution as quickly as possible
- Explain our decisions
- Apologise if we have made a mistake
- Contact you when all agreed actions are complete to check you are satisfied and the issue is resolved
- Complete a short survey to gain your feedback after the complaint is resolved

## Our complaints procedure:

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### Stage one

Your complaint will be logged to our Customer Resolution Team.

A Customer Resolution Officer will contact you within 2 working days to discuss your complaint and aim to resolve the problem as quickly as possible, keeping you updated. We approach resolution flexibly.

### Stage two

If you are not satisfied with the resolution at stage one, you need to contact Customer Resolution to explain why. If no more can be done at stage one to resolve the issue, it may be appropriate to escalate your complaint to stage two. If you wish to escalate your complaint you need to tell us within ten working days of the stage one resolution.

A review meeting will be set up. This involves a manager and two panel members (at least one will be a resident). You'll be encouraged to attend as well. It's hoped a resolution can be found at the meeting and presented to you. If more time is needed the decision will be provided in writing within 5 working days.

# Designated Persons and Ombudsman

The Government introduced designated persons in April 2013 to help resolve complaints locally. **A designated person is an MP, councillor or tenant panel.**

A group of Radian residents have set up a tenant panel. If you wish to approach them after going through our internal procedure, you can contact them by email to **tpanel@radian.co.uk** or write to them at Collins House, c/o Customer Resolution team.

If a designated person doesn't resolve your complaint they may refer you to the Housing Ombudsman. Or if you want to go direct to the Ombudsman after going through our internal procedure, you can do so after waiting 8 weeks.

## Ombudsman contact details:

Housing Ombudsman Service, 81 Aldwych, London, WC2B 4HN  
Tel: 0300 111 3000  
[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

If you decide to take legal action while we're investigating your complaint, we'll stop the complaints investigation and deal with the legal action separately.

## Contact us:

- Via our website using our complaints form: [www.radian.co.uk](http://www.radian.co.uk)
- By phone: 0300 123 1 567
- Write to us: Collins House, Bishopstoke Road, Eastleigh, SO50 6AD
- Visit us: at any of our main offices
- Tell any member of staff

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