



ST LUKE'S HOUSING SOCIETY
MCMASTER HOUSE

HOW TO REPORT A COMPLAINT

We might not always get things right first time round, but we care very much about putting things right quickly for you. If you are unhappy with our service, please contact us where a member of staff will discuss your complaint to understand it fully. We adopt a two stage complaints process. You can contact us below:

 01865 769726

 complaints@saintlukeshs.uk

 www.saintlukeshousing.co.uk

 **Complaints, Flat 7 McMaster House**
Latimer Road, Headington, Oxford, OX3 7PX

ACCESSIBILITY AND SUPPORT

Please contact us if you need assistance to make a complaint. If you have any additional needs that we need to take into consideration, we will discuss these with you to make sure our services are accessible for you.

HOUSING OMBUDSMAN

If you are still unhappy after we have investigated your complaint at both stages, you can contact the Housing Ombudsman Service for further advice and guidance:

Online: www.housing-ombudsman.org.uk

Email: info@housing-ombudsman.org.uk

Phone: 0300 111 3000

Post: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

COMPLAINTS PROCEDURE

STAGE 1



- We will discuss your complaint so we fully understand your concerns.
- We will acknowledge your complaint within 5 working days of receipt.
- We will respond to your complaint in 10 working days.
- If we need additional time, we will contact you to agree beforehand.
- When we complete our investigation, we will give you our response, explain our decision and agree what actions we will take to put things right.

STAGE 2



- If you are unhappy with our Stage 1 response, you can ask for us to escalate your complaint to a Stage 2 investigation.
- You must do this within 20 days of receiving our response.
- We will acknowledge your Stage 2 request within 5 working days of receiving it.
- We will respond to Stage 2 complaints within 20 working days.
- When we complete our investigation, we will give you our response, explain our decision and agree what actions we will take to put things right.