

# what happens when I make a complaint?

**We take all complaints seriously and want to learn from our mistakes.**

**We try and resolve all complaints efficiently making sure the customer is at the heart of what we do. Our complaints process has two stages, though you may not need to use either of them.**

## **own it, sort it**

Our people are dedicated to resolving these issues at first point of contact, without the need for a formal investigation. Examples include missed appointments or incorrect details.

## **stage one**

These issues require a response and/or investigation and include escalations from own it, sort it. Complaints will be looked into by our Customer Insight Team within 10 working days.

## **stage two**

Where an issue has been investigated at stage one but not resolved, it may be escalated to a stage two and dealt with by the Customer Insight Team Leader within 20 working days.

## **housing ombudsman**

Customers can contact the housing ombudsman eight weeks after the complaints process has been completed, if the issue has still not been resolved.

## **financial ombudsman**

If a complaint relates to consumer credit activities, we are bound and regulated by the Financial Conduct Authority. If you aren't satisfied with our response, you can contact the Financial Ombudsman for advice.

For further information, call us on **0300 1311 999** or email **feedback@believehousing.co.uk**

You can view our complaints policy on our website at: [www.believehousing.co.uk/policies](http://www.believehousing.co.uk/policies)

# who can I contact for support?

We will always try and resolve complaints to your satisfaction. However, if you need extra support or advice during our complaints process, you can contact the following:

## Housing Ombudsman:

0300 111 3000

[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Housing Ombudsman Service,  
PO Box 152,  
Liverpool  
L33 7WQ

## Shelter:

Call - 0344 515 1601

Email - [shelternortheast@shelter.org.uk](mailto:shelternortheast@shelter.org.uk)

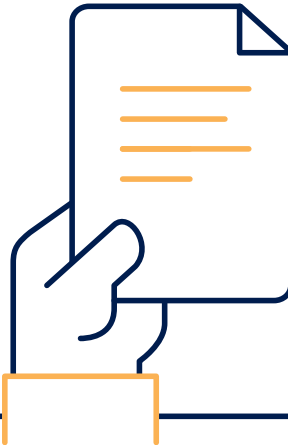
Shelter North East,  
140 - 150 Pilgrim Street,  
Newcastle upon Tyne,  
NE1 6TH

## Citizens Advice Bureau:

Call - 03444 111 444

Email - [citizensadvicecd.org.uk](mailto:citizensadvicecd.org.uk)

Citizens Advice County Durham,  
Armstrong House,  
Abbeywoods Business Park,  
Durham,  
DH1 5GH



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