

# How to make a complaint



# How to make a Complaint

ccha are committed to providing an excellent service that meets the standards agreed with our customers. We recognise that sometimes the service may fail, and things can go wrong. When this happens, we welcome you contacting us so we can try to resolve it for you.

If we are unable to do this to your satisfaction or you would like to make a formal complaint, this leaflet explains what to do and what will happen.

ccha are committed to following The Ombudsman Complaint Handling Code published in July 2020.

## General Advice

If you want to talk to ccha about anything in this leaflet, we would be happy to help you. Please call **0208 680 7532** / Freephone **0800 054 6710** and ask to speak to the Customer Investment Officer.

For general advice about complaints and escalations, residents are also able to access the Housing Ombudsman Service at any time via their website: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

## What is a Complaint?

ccha defines a complaint as:

“An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by ccha, our staff or those acting on our behalf, affecting an individual resident or group of residents.”

### A complaint may be:

- A failure to provide a service
- Poor quality of service or a mistake that has been made
- Dissatisfaction with a staff member's behaviour
- Failure to follow our policies or procedures

- Being unreasonably disadvantaged or unfairly discriminated against by a ccha policy

### Some matters fall outside our complaint's procedure, for example:

- Where 6 months or more has passed since the issue occurred
- Where legal action is being taken
- Where the matter has already been considered under the complaints policy

## Who can Complain?

A resident or a representative acting on their behalf or a third party such as an adjoining owner or member of the public.

## Where to Complain?

There are a number of ways that you can tell us about your complaint. Formal complaints do not have to be in writing.

### Via our website:

[www.ccha.biz](http://www.ccha.biz) and click on 'Your Home' / Complaints & Compliments.

### Via email:

to [complaints@ccha.biz](mailto:complaints@ccha.biz).

### Via the telephone:

020 8680 7532.

FREEPHONE: 0800 054 6710 and ask to speak to the Customer Investment Officer.

### In writing to:

The Customer Investment Officer ccha  
6th Floor, Norfolk House,  
Wellesley Road,  
Croydon, CR0 1LH

Free post reference: RRXG-YCZY-TJGE

**By form** at the end of this leaflet and send to the above address.

## The Complaint Timeline

- Stage 1 log and acknowledge within **2 working days** of receipt of complaint
- Stage 1 response within **10 working days** of receipt of complaint
- Stage 2 log and acknowledge within **2 working days** of request to escalate
- Stage 2 response within **20 working days** of request to escalate
- Referral to Designated Person within **8 weeks** of Stage 2 closure
- Referral to Housing Ombudsman after **8 weeks** of Stage 2 closure
- Referral to Financial Ombudsman within **6 months** of Stage 2 closure

# The Complaint Stages Explained

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## STAGE 1

When we receive your complaint, we will log it and send a written acknowledgement within **2 working days**.

The complaint will be passed to an appropriate manager for investigation. They will review the information and may speak to you and other relevant people involved. You will receive a written response detailing the outcome of your complaint within **10 working days from the receipt of your complaint**.

In some cases, we may need more time to investigate your complaint. If this is the case, we will let you know and explain why.

If you are satisfied with our response, your complaint will be closed. If you remain dissatisfied, you should inform the Customer Investment Officer within **10 working days from the date of our letter**. You should state the reasons why you are dissatisfied, the outcome you are looking for and whether you wish to escalate your complaint to Stage 2.

## STAGE 2

You will receive a written acknowledgement within **2 working days** of your request to escalate your complaint. A director will investigate the matter again. They will write to you within **20 working days from receipt of your request** to escalate, detailing the outcome of their investigation.

Stage 2 represents the final stage in ccha's complaints procedure. If you are satisfied with our response, your complaint will be closed.

## What if I am still dissatisfied?

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If you remain dissatisfied after completing our complaints procedure, you have the following options to take your complaint further externally:

1. Refer your complaint to a "Designated Person" this is someone defined by the Localism Act 2011 as:
  - A local MP
  - A designated panel (this is an impartial panel made up of local residents)
  - A local councillor

If you remain dissatisfied, you then have the option of referring your complaint to the Housing Ombudsman.

OR

2. Wait for **8 weeks** and then refer your complaint straight to the Housing Ombudsman

OR

3. Where relevant, refer your complaint to the Financial Ombudsman Service. This must be done within **6 months** of the closure of your Stage 2 complaint.

Their contact details are:

### The Housing Ombudsman

#### Complaints correspondence in writing:

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

**Telephone:** 0800 023 4567 or 0300 111 3000

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

#### Fill in an online form:

[www.housing-ombudsman.org.uk/residents/make-a-complaint/](http://www.housing-ombudsman.org.uk/residents/make-a-complaint/)

### The Financial Ombudsman

#### Correspondence in writing:

The Financial Ombudsman Service,  
Exchange Tower, London, E14 9SR

**Telephone:** 0800 023 4567

**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

## The Outcome of Your Complaint

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If your complaint is upheld at any stage, and it is found that ccha has failed to provide you with a good quality service, we will take action to ensure that the matter is put right.

In some circumstances, you may be entitled to financial compensation under our compensation policy. A copy of our policy is available on our website.

We also try to learn from our complaints and improve how we deliver services in the future.

# Your Complaint

Have you communicated directly with ccha?

Yes  No

Have you reported the issue to our contractor?

Yes  No

Name:

Address:

Postcode:

Email:

Daytime Phone No:

Evening Phone No:

Mobile Phone No:

Please state your complaint:

Have you complained to a staff member?

Yes  No

What do you think ccha should do to put things right?

Details of other agencies, family or advocates involved: