



## COMPLAINTS PROCEDURE

This procedure applies to an actual or potential landlord; a tenant; a former landlord or a former tenant making a complaint against SU Homes. We would also accept a complaint from properly appointed representative, provided we have written confirmation from the complainant directing us to deal with them on their behalf.

If you have a complaint which you believe is not being dealt with in line with your expectations, your line of communication is as follows.

If you are an existing tenant, please ensure that your rent is up to date in order to follow this procedure. Non-payment of rent negates your tenancy rights and does not help to find a solution to your complaint.

Level 1:

Complaints in the first instance should be made in writing and directed to the Lettings Manager of SU Homes either by:

- i. email to [ruth@suhomes.co.uk](mailto:ruth@suhomes.co.uk)
- ii. or by post to:  
The Lettings Manager  
SU Homes  
Square 3  
Wivenhoe Park  
Colchester  
Essex CO4 3SQ

**Complaints should contain the following:**

- i. **The complainants name, contact telephone number and contact email address. For tenants please provide your @essex email address.**
- ii. **Details of the event or occurrence which has given rise to the complaint.**

**The complaint must be made within 28 days of the event or occurrence.**

Written complaints will be acknowledged within 2 working days and an investigation will then take place.

The complaint will be investigated by a senior member of staff not involved with the complaint.

A written outcome of the investigation will be sent within 15 working days from when the complaint was received.

Level 2:

Should this approach not resolve the issue satisfactorily, the complainant's next route is to write to the Director of Services Activities & Support either by:

- i. email to [reeves@essex.ac.uk](mailto:reeves@essex.ac.uk)
- ii. or by post to:  
The Director of Services Activities & Support

SU Homes  
Square 3  
Wivenhoe Park  
Colchester  
Essex CO4 3SQ

The escalated written complaint must be received within 10 working days of issuing the Level 1 outcome

Written complaints will normally be acknowledged within 2 working days.

A formal investigation will then take place. This will be a detailed and independent review of the complaint by staff not directly involved in the transaction.

A formal written outcome of the investigation will be sent within 15 working days from when the complaint containing a statement expressing our final view, and will include any offer we wish to make.

This will also include details of how to refer the complaint to The Property Ombudsman.

Level 3:

If you are not satisfied with the final response received you may refer your complaint to The Property Ombudsman. This must be done within 6 months of receiving the final response.

The Property Ombudsman (TPOS) can be contacted via their website [www.tpos.co.uk](http://www.tpos.co.uk) or by telephone to their complaints enquiries department on 01722 333306.

