

# Your Complaint Journey What to Expect

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## Tell us about your complaint

You can submit your complaint using the Customer Feedback Form on the Stockport Homes website or by contact the Customer Feedback Team on 0161 474 2600.



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## We receive your complaint

Our Customer Feedback Team will review your complaint as soon as it arrives.

3

## We assess your complaint

We'll check the details and decide the best way to handle it.



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## We acknowledge your complaint

If your feedback is taken forward as a formal complaint you will receive acknowledgement within 5 working days.



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## We allocate your complaint

Your complaint will be passed to the right manager or head of service, or handled by the Feedback Team.



6

## We investigate your complaint

The allocated team will look into the details of your complaint thoroughly.



7

## We prepare a response

Once the investigation is complete, we'll write a formal response.



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## We share the outcome

You'll receive our response along with the resolution:



In line with the Housing Ombudsman code, there may be times when we have to extend the deadline for providing your response, this will usually be an additional 10 working days for a stage 1 and an additional 20 working days for a stage 2 but this will be communicated to you at the time.

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## If you're still not happy

If you are not satisfied with the response to your complaint from Stockport Homes, the Housing Ombudsman service can help you. Usually, before the Housing Ombudsman will investigate your complaint, they expect that you have fully used Stockport Homes' complaints process.



[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)