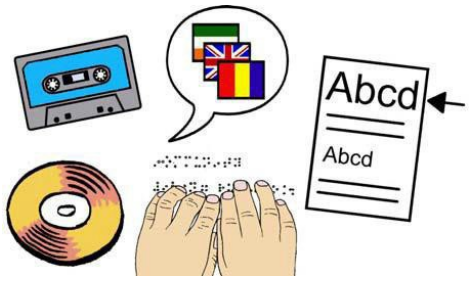
St John & St Anne

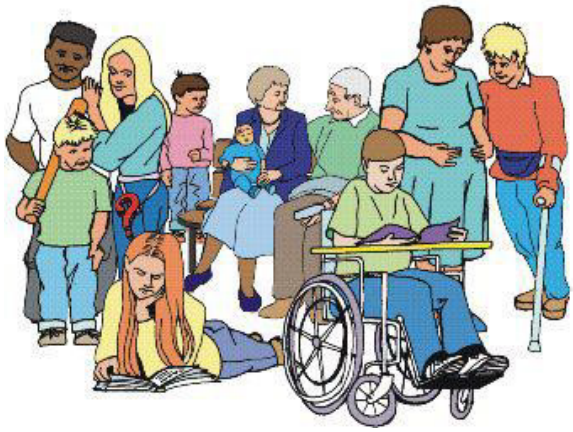
Complaints Policy



We are committed to listening to our residents

	**Help us improve our services by telling us what you think.**
	**Tell us if you need this information in different ways or languages.**
	**Often complaints or issues can be resolved informally and quickly at the first point of contact.**

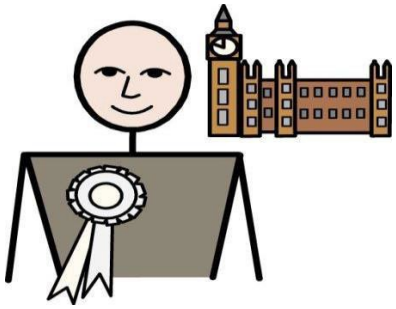
Who can complain?

	The person getting the service; a resident.
	Someone else speaking up for the person getting a service, such as a carer, family member or representative.
	Anyone else who is affected by what has happened.
	We will always try to resolve matters with you informally first. If you are not satisfied you can progress your issue to a formal complaint. We have two stages of a formal complaint, stage 1 and stage 2.

What will happen next?

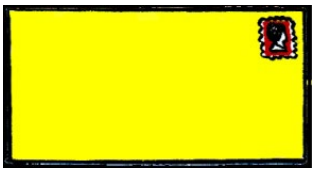
	Stage 1 – The Complaints Officer will acknowledge your complaint within 5 working days and look at your complaint with you.
	They will tell you what they are going to do within 10 working days, if they need more time, they will agree this with you.
	If you are not satisfied with the outcome, you can ask us to go to Stage 2 – This will be looked at by the Appeals Officer (CEO) with you.
	They will acknowledge your request within 5 working days, and they will tell you what they are going to do within 20 working days, if they need more time, they will agree this with you.
	If you are still not happy there are lots of other people you can talk to.

Where to go for more help

<table>
<tr><td></td><td colspan="2">If your complaint is about your home, you can talk to a Member of Parliament or local Councillor or Citizens Advice.</td></tr>
<tr><td>
</td><td colspan="2">Once your complaint has been dealt with by us, if you are still not happy you can ask the Housing Ombudsman Services to look at it

An Ombudsman is like a judge. It is free to ask them to look at your complaint.</td></tr>
<tr><td rowspan="3">Housing
Ombudsman Service
</td><td>☎</td><td>0300 111 3000</td></tr>
<tr><td>🖱</td><td>https://www.housing-ombudsman.org.uk/contact-us/</td></tr>
<tr><td>✉</td><td>Housing Ombudsman Service
PO Box 1484, Unit D, Preston
PR2 0ET</td></tr>
</table>

How to contact us

	You can call us at our staff office Monday to Friday 8.00am – 4pm: **01572 756 950**
	You can write to us at: **St John & St Anne** **Mill House** **South Street** **Oakham** **LE15 6HY**
	You can send us an email to: clerk@stjohnstanne.co.uk ,or, Office.manager@stjohnstanne.co.uk You can contact us on our website through the 'Contact Us' button: www.stjohnstanne.co.uk
	You can talk to any of our staff, we welcome the opportunity to resolve any concerns and improve our service.