



**Here at Abbeyfield Bristol and Keynsham, we want you to feel happy and comfortable.**

However, we understand that sometimes things don't go as planned, and you might feel dissatisfied with certain aspects of your housing experience.

If you are not satisfied with something you should let a member of staff know. If you are dissatisfied with the way the issue has been addressed you can then make a complaint. For example, if you reported a repair but it has not been carried out in a timely manner.

## There are four ways to make a complaint:

- ➔ **Put it in writing.** You can set out your complaint and give it to the house manager.
- ➔ **Ask someone to write down your complaint.** You can ask any member of staff or volunteer to write down your complaint for you and give it to you for approval. This can then be passed to the house manager.
- ➔ **Talk to a member of staff.** You can speak to any member of staff and tell them you want to make a complaint.
- ➔ **Fill out a feedback form.** You can find feedback forms at our houses and write your complaint on them.





We will acknowledge your complaint within 5 days of receipt and you will get a written response within 10 working days that sets out any actions we are proposing to take.

If your complaint is about the house manager then you can complain directly to central office.

### **What if I am not happy with the outcome?**

If you are not happy with the outcome of your complaint, we will explain how can you escalate the complaint. This will involve a review by a senior member of staff.

### **What if I am still not happy?**

If you are still not happy after Stage 2, you can contact the Housing Ombudsman Service <https://www.housing-ombudsman.org.uk/>

The Housing Ombudsman is an independent, impartial, and free service for social housing residents. They investigate complaints from residents about landlord's housing management – for example, property condition and repairs, charges, complaint handling and how a landlord is responding to antisocial behaviour that is affecting a resident in their home.

Once a complaint has been made, the Housing Ombudsman will make the final decision on disputes between residents and landlords.

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**Abbeyfield**  
Bristol & Keynsham



**Making a  
complaint**