Communities Housing Trust

In-house Complaints Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks. We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

Stage 1 – Your Complaint

Please put your complaint in writing, either by letter or email, and address it to:

Communities Housing Trust, Suite 4, Second Floor, Moray House, 16 – 18 Bank Street, Inverness, IV1 1QY.

Or by email: info@chtrust.co.uk

Please include as much detail as possible, include dates, names and any members of staff you dealt with, and where you are able to enclosing / attaching supporting evidence.

Stage 2 – Our Acknowledgement

Your complaint will be acknowledged **within 3 working days** and we will start our in-house complaints process and also provide you with the name of the member of staff who will be dealing with your complaint.

Stage 3- Our Final Investigation

Your complaint will be investigated by the named member of staff and they will provide a formal written response **within 15 working days,** addressing your specific complaints and proposing resolutions where appropriate.

Stage 4 – Ombudsman and First Tier Tribunal

Should you remain dissatisfied after receiving our final viewpoint letter, you can refer your complaint to the Ombudsman or the First-Tier Tribunal:

The Property Ombudsman
Milford House
43 – 55 Milford Street
Salisbury
SP1 2BP

01722 333306

First- Tier Tribunal for Scotland
(Housing and Property)
1 Atlantic Quay
45 Robertson Street
Glasgow
G2 8JB
0141 302 5900

The Property Ombudsman

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Communities Housing Trust

admin@tpos.co.uk www.tpos.co.uk www.housingandpropertychamber.scot

The Complaints Process – Timeline

Complaint Received

CHT to acknowledge within 3 working days

Response to complaint issued within 15 working days

For escalated complaint, acknowledgement letter sent within 3 days

CHT issue final view point letter issued within 15 days

8 weeks

Referral to The Property Ombudsman

TPO will assess best route for resolution.

TPO will conduct a review.

Proposed Decision
(opportunity to represent)

Final Decision

Referral to First Tier Tribunal

Assessment for mediation or formal hearing

Formal hearing

Final Decision (opportunity to appeal)

Decision published

The Property Ombudsman

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