

1.8 Making a complaint

We want to resolve your complaint as quickly as possible. If you have a complaint you need to contact the team or person delivering the service first.

First Stage – your complaint will be investigated by a senior manager from the team where the alleged service failure occurred. They will acknowledge your complaint within two working days and respond within 10 working days.

Final Stage – an independent, senior officer on behalf of the Chief Executive, will review the handling and outcome of the first stage complaint. They will acknowledge your complaint within five working days and write to you with a decision within 30 working days.

We hope our complaints procedure will help us to sort out, with you, any problems you may have with the way our services are provided, but if you are still not satisfied you have further options:

From 1st April 2013 the Localism Act 2011 provides that the tenants of housing associations, local authorities and ALMOs can ask for their complaints to be considered by a ‘designated’ person when all stages of their landlord’s internal complaints procedure are finished.

A designated person can be an MP, local Councillor or a Tenant Panel. If you want more information on who they are and how you can contact them, please contact us directly by emailing **council.housing@enfield.gov.uk**.

When the Housing Ombudsman receives a complaint that has gone through all stages of the landlord’s internal complaints procedure, they will always ask if it has then been referred to a designated person and if a tenant is clear that they do not want to make use of that opportunity for local resolution (if it is more than 8 weeks from the end of the landlord’s complaints process) the Housing Ombudsman will consider the case.

The Housing Ombudsman Service can be contacted at:

81 Aldwych
London WC2B 4HN

Telephone 0300 111 3000

Fax 020 7831 1942

Email info@housing-ombudsman.org.uk

1.9 Taking legal action against the council

If you think we have not met our obligations as stated in this agreement, you have the right to take legal action against us. You must obtain your own independent legal advice.

1.10 Serving legal notices on the council

If you wish to serve any Notice on us, you should send it as described in the section ‘Ending your tenancy’ on page 16.