

### 1.8 Making a complaint

If we fail in any of our responsibilities, you have the right to make a complaint through our complaints system, which has the following stages:

**Stage 0** – if you contact us to report something you are unhappy about and we can resolve the issue simply within 2 working days, we will record your dissatisfaction and handle the matter as Stage 0.

If the matter is unresolved, you may request that a formal Stage 1 complaint is logged.

**Stage 1** – your complaint will be investigated by a senior manager from the team where the alleged service failure occurred. They will respond within 10 working days.

**Stage 2** – your complaint will be reviewed by the Executive Management Team, who will aim to reply within 10 working days.

**Stage 3** – The Chief Executive of Enfield Council will arrange for your complaint to be independently reviewed by a senior officer in Enfield Council who does not work for Enfield Homes. They will write to you with a decision within 30 working days of receiving your complaint.

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 will be able to 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 on **freephone 0800 40 80 160** or email us at **info@enfieldhomes.org**

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](mailto: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.