

Complaints – Service Standards

What you can expect from Council Housing

This summary sets out the minimum level of service you can expect from Lancaster City Council's Housing Team. Our Housing Department is regulated by the Regulator of Social Housing and falls under the remit of the Housing Ombudsman for complaints. This is different to the rest of the council which is overseen by the Local Government Ombudsman

WE WILL:

- RESPECT**
We will always treat you professionally and with respect.
- RESPONSE CONTENTS**
We will address all points raised in the complaint and provide clear reasons for any decisions and action agreed, referencing the relevant policy, law, and good practice where appropriate.
- ACCEPTANCE**
We will create a positive environment in which complaints are welcomed and resolved early. If for any reason, we cannot accept your complaint we will contact you to let you know why.
- ESCALATION STAGE 2**
If we are advised that all or part of the complaint is not resolved to your satisfaction, we will progress this to stage 2 unless a ground for exclusion applies.
- STAGE 1 - ACKNOWLEDGEMENT**
We will acknowledge your complaint in writing within 5 days of receipt.
- STAGE 2 – COMPLAINT HANDLER**
Stage 2 complaints will not be handled by the same person who dealt with the initial Stage 1 complaint
- INVESTIGATION**
We will carry out a full investigation into your complaint which will be conducted in an impartial manner
- STAGE 2 – RESPONSE TIME**
We will respond to your stage 2 complaint within 20 working days of the escalation date.
- REASONABLE ARRANGEMENTS**
We will adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication.
- PUTTING THINGS RIGHT**
Responses to complaints will offer a remedy that reflects the extent of any service failures and the level of detriment caused to the resident. It will clearly set out what actions will be taken
- STAGE 1 - RESPONSE TIME**
We will respond to your complaint in writing (by letter or email if preferred) within 10 working days of the complaint being logged.
- LEARN FROM OUR MISTAKES**
We will promote a just and learning culture, and use the outcomes of our investigations as learning opportunities to improve our services





EXTENSIONS

If we are for any reason unable to respond to your complaint within the target time, we will contact you to explain why, and agree a suitable extension, which will not exceed a further 10 days



COMPLY OR EXPLAIN

We will regularly self-assess our complaints service against the Housing Ombudsman's Complaints Code, and publish the results explaining why we have not met any of the compliance requirements

REASONABLE ADJUSTMENTS

If you would like this document produced in a different language, in braille, large print or audio, please let us know by contacting council housing through any of the contacts below.

DISSATISFACTION

We welcome all feedback from tenants. If you do not think that we are meeting the standards set out, please let us know through any of the contacts below.

CONTACTS US

Telephone: 01524 582300 (Main Switchboard) | 01524 582929 (Council Housing)

Email: chreception@lancaster.gov.uk

Facebook: /LanCityHousing

Address: Customer Service Centre, Town Hall, Dalton Square, Lancaster, LA1 1PJ

