

Housing Service Complaints

For more information on the Housing Service complaint process, check out our website at www.gosport.gov.uk

✉ complaints@gosport.gov.uk

☎ (023) 9254 5202

Gosport Borough Council
Town Hall, High Street
Gosport
Hampshire
PO12 1EB

Gosport Borough Council is committed to equal opportunities for all. **If you need this document in large print, on CD, in Braille or in other languages, please ask.**

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The Housing Service aims to provide good quality, cost effective services, but recognises that, at times, things can go wrong. If they do, we need to know so we can put them right and learn from them.

The Housing Service uses the Housing Ombudsman's definition of a complaint, which is:

"an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Council, our staff, or those acting on the Council's behalf, affecting an individual resident or group of residents."

The best way to sort out a problem is by raising the issue with the person you have been dealing with or their immediate line manager. At this stage we think those people who deliver the service are best placed to resolve an issue.

We can usually sort out mistakes and misunderstandings quickly and informally at this stage.

If you have been unable to resolve your service enquiry at the informal stage, or we need to make further enquiries to resolve the matter, or if you ask us to, we will log it as a complaint.

How to make a complaint:

- Fill in the online complaints form <http://www.gosport.gov.uk/complaints>
- In writing to Complaints Co-ordinator, Gosport Borough Council, Town Hall, High Street, Gosport, Hants, PO12 1EB
- Email to complaints@gosport.gov.uk

Stage One

When a complaint is made, we will:

- acknowledge your complaint within 5 working days.
- establish full details of what has happened.
- ask you how you would like us to resolve it. We will be clear where your desired outcome may be unreasonable or unrealistic, but we will focus on what we can do.
- aim to respond within 10 working days of acknowledging your complaint (unless we need more time to investigate).

If you are unhappy with the outcome at Stage One, you have 20 working days from the date of the Stage One response in which to escalate your complaint to Stage Two.

Stage Two

When requesting your complaint to be reviewed at Stage Two, you do not have to state your reason for escalation, but it would help us investigate your complaint if you set out why you are not satisfied and what you expect from a further review.

We will acknowledge your Stage Two complaint within 5 working days, then investigate and respond within 20 working days.

If you have been through all stages of our complaints procedure and you remain dissatisfied, you can ask the Housing Ombudsman to review your complaint. Please see further information and contact details for this free service below.

Housing Ombudsman information

The Housing Ombudsman Service aims to provide a fair and effective way of dealing with complaints against member landlords from their tenants.

All responses to a complaint will make reference to your right to access the Housing Ombudsman Service at any stage of the complaint process. The Housing Ombudsman is completely independent of the Council and is free of charge.

The Housing Ombudsman will support complaint resolutions between you and us and will formally investigate a complaint. We will co-operate fully with all requests from the Housing Ombudsman to support them in their findings and comply with the Housing Ombudsman Complaint Handling Code.



Housing Ombudsman Service, PO BOX 1484, Unit D, Preston PR2 0ET



0300 111 3000



info@housing-ombudsman.org.uk