

## HOW TO MAKE A COMPLAINT

### How to make a complaint and our complaints process

There is a simple two-stage complaints process:

#### Stage 1 (Local Resolution)

We will consider your complaint at stage 1 and following which if you remain dissatisfied you have the option of referring the matter to Lambeth Council to consider at stage 2 (final review) of Lambeth's Corporate Complaints Policy.

Once you have submitted your complaint, we will provide you with an acknowledgement within 5 working days from receipt and issue a written response within 10 working days from the date the acknowledgement is sent.

Where a case is complex it may take longer to respond. If this is the case, we will explain why there is a delay, set out when you can expect a response, and provide contact details for the Ombudsman.

You will receive details on how to escalate your complaint to stage 2 within the stage 1 response.

When reviewing complaints at stage 1, we follow Lambeth's Corporate Complaints Policy, for further information please see the following link:

<https://www.lambeth.gov.uk/sites/default/files/2026-02/Corporate-Complaints-Policy-January-2026.pdf>

#### Stage 2 (Final Review)

This stage is independently investigated by Lambeth's Corporate Complaints team who will acknowledge your complaint within 5 working days from receipt and issue a written response 20 working days from the date the acknowledgement is sent.

#### Referral to the Ombudsman

If you are not happy with the way your complaint has been handled, you have the right to escalate to the Ombudsman for an independent view: <https://www.lambeth.gov.uk/about-council/contact-us/make-complaint/ombudsman>

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1. If you want to talk to someone, call us on **0207 926 8105**
2. If you would prefer to put your complaint in writing, please email **cottington-close@lambeth.gov.uk**
3. You can also write to us at:  
**Cottington Close RMO**  
**1 Opal Street**  
**London**  
**SE11 4HZ**

You can also make a complaint in person to any member of staff who will arrange for it to be recorded and managed through the stage 1 complaints process.

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