

COMPLAINTS POLICY

Cottington Close RMO

Aligned with the Housing Ombudsman Complaint Handling Code

Purpose

This policy explains how Cottington Close RMO handles complaints fairly, transparently, and in line with the Housing Ombudsman Complaint Handling Code. Complaints are treated as valuable feedback and used to improve services.

Definition of a Complaint

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by Cottington Close RMO, its staff, or contractors acting on its behalf, that affects an individual resident or group of residents. A complaint does not need to be made in writing or include the word 'complaint' to be treated as one.

Who Can Make a Complaint

A complaint may be made by:

- A resident or tenant
- A leaseholder
- A former resident, where the issue relates to their tenancy or occupancy
- A representative acting on behalf of a resident, with their consent

Logging of Complaints

All complaints received by Cottington Close RMO will be formally logged and recorded, regardless of how they are received. Complaint records are used to monitor performance, identify trends, and improve services.

Anonymous Complaints

Anonymous complaints will be logged where received. However, Cottington Close RMO may be unable to investigate anonymous complaints where there is insufficient information to allow a full and fair investigation.

How to Make a Complaint

Complaints can be made by phone, email, letter, online, or in person. Reasonable adjustments will be made to ensure accessibility.

Stage 1 – Complaint Response

Complaints will be acknowledged within 5 working days. A full written response will be provided within 10 working days from the date the acknowledgement is sent.

Stage 2 – Review

If the complainant remains dissatisfied, they may request a Stage 2 review. Complaints will be acknowledged within 5 working days and responded to within 20 working days from the date the acknowledgment is sent.

Stage 2 complaints will be considered by Lambeth Council, please see the following link setting out their complaints procedure and Corporate Complaints Policy: [Our complaints procedure | Lambeth Council](#)

Housing Ombudsman

If the complainant remains dissatisfied after Stage 2, they may contact the Housing Ombudsman Service.

<https://www.lambeth.gov.uk/about-council/contact-us/make-complaint/ombudsman>

Resident Complaints Flowchart

Step 1: Raise a complaint with Cottington Close RMO (Phone, Email, Online, Letter, In Person)
Step 2: Complaint is logged and acknowledged Within 5 working days
Step 3: Stage 1 investigation and response Response issued within 10 working days
Step 4: Are you satisfied? Yes – Complaint closed No – Request Stage 2 review
Step 5: Stage 2 senior review by Lambeth Council Response issued within 20 working days
Step 6: Still dissatisfied? Contact the Housing Ombudsman Service

Date 5th January 2026
Review Date 6th January 2029
