

The Ombudsman

There are no further stages to our internal complaints procedure, but you may take your complaint to the Ombudsman at any time after stage 1 if you are not satisfied.

The Ombudsman is an independent office who will look into the cause of the original complaint and the way it has been handled. They will examine the circumstances of the complaint, by looking at all records held about the complaint and how it has been dealt with.

The Ombudsman will then make a recommendation about any further action that should be taken to resolve the complaint.

To contact the Local Government Ombudsman:

Write to:

Tony Redman
Local Government Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Telephone: 020 7217 4620

Fax: 020 7217 4621

Email:
enquiries.london@lgo.org.uk



Making A Complaint

We don't always get things right, and it's important you tell us if we haven't to help us improve our services in the future.

You can make a complaint about Affinity in four ways:

Write to: Affinity (Reading) Limited
Unit 14
Nimrod Industrial Estate
Nimrod Way
Reading
RG2 0EB

Telephone: 0800 028 6942

Fax: 01189 224453

Email: Customerservices
@affinityhousing.co.uk

To Affinity all complaints are extremely important.

We will always aim to give you a prompt, fair response that will correct the problem or failure. If we agree that we got something wrong, we will aim to make sure it doesn't happen again.

We are also happy to hear when you think we have got something right and you are pleased with our service!

Here is an outline of the process

Stage 1

We will acknowledge your complaint within 5 working days (1 week) and give you a copy of this complaints leaflet.

Affinity will carry out an investigation and give you a written response or verbal response within 15 working days (3 weeks).

If you are not satisfied with the response, please contact us within 10 working days (2 weeks) to take your complaint to Stage 2.

Stage 2

We will acknowledge your Stage 2 complaint within 5 working days (1 week).

A more senior officer will carry out and investigation and give you a written response or verbal response within 20 working days (4 weeks). This investigation will include interviewing you.

If you are not satisfied, please contact us within 10 working days (2 weeks) to take your complaint to Stage 3.

Stage 3

We will acknowledge your Stage 3 complaint within 5 working days (1 week).

Someone who has not been involved in the complaint will carry out an investigation and report to the Senior Manager. This investigation will include offering to meet you.

You will receive a written response with 20 working days (4 weeks).