

# Make a complaint or send us feedback

“Complaints help us learn  
and to make improvements.”



## A chance to put things right



We aim to give you great service, but sometimes we might make mistakes.

If something goes wrong, please tell us. We'll try to fix it right away and ask how you want us to make it right.

When you ask us to do something, like fixing something, removing fly-tipping, or reporting antisocial behaviour, that's called a service request.

A complaint is when you're unhappy with our service or actions, or if we didn't do something we should have.

## Make a complaint



There are a number of ways you can make a complaint and, you can:

- **Log in to My Account**
- **Complete** the complaints form on our website  
[www.citizenhousing.org.uk/customer-services/feedback](http://www.citizenhousing.org.uk/customer-services/feedback)
- **Call** us on 0300 7906555
- **Report** to a Citizen staff member
- **Send** a letter to: Citizen, Lakeside, 4040 Solihull Parkway, Birmingham, B37 7YN

We handle all complaints according to the Housing Ombudsman's rules.  
Our process has two stages.

## Stage 1

### Investigation

- We will acknowledge your complaint within 5 working days.
- We will investigate your complaint and respond to you within 10 working days.
- We hope you will be satisfied with our response. If not, you can ask to have your complaint reviewed. Your complaint will then become a stage 2 complaint.

## Stage 2

### Review

- We will acknowledge your complaint within 5 working days.
- We will review our response to your complaint and respond to you within 20 working days.
- This will be our final response to your complaint.

#### At either stage:

- We may contact you to ask for more information.
- We will always aim to respond to your complaint within the given time scale. If this is not possible, we will keep you informed.
- If you need to contact us about or during your complaint, please use your complaint reference number.

## The Housing Ombudsman



If you are not satisfied with our final response, you can ask the Housing Ombudsman to review your complaint.

#### To contact the Housing Ombudsman service:

**Tel:** 0300 111 3000

**Email:** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

**Web:** [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

**Write:** Housing Ombudsman Service  
PO Box 1484, Unit D, Preston PR2 0ET

You can contact the Housing Ombudsman Service during your complaint **if you feel it's not being handled properly**. They can't investigate your complaint while it's going through our process, but they might help us find a solution. We will work with the Housing Ombudsman Service and follow any orders they give to fix things if needed.