

Stage 1 complaint process

Complaint received. Complaint officer contacts tenant to review area of complaint and desired outcome within 5 working days. Complaint allocated for investigation



10 working days to conduct investigation and outline findings and resolution



Complaint responded to. Stage 1 investigating officer writes to tenant to outline findings and outcome. Letter sent



Complaint closed after 10 working days if no contact is made from tenant



More time required



Tenant made aware of extension. Additional 10 working days to continue investigation.



Stage 1 investigating officer writes to tenant to outline findings and outcome. Letter sent



Complaint closed after 10 working days if no contact is made from tenant