

Your Guide to Making a Complaint

At Camden Living Housing Association (CLHA) we are committed to delivering excellent customer service. But if something goes wrong, we want to know — so we can put it right and learn from it.

This guide explains:

- What a complaint is
 - How to make a complaint
 - What happens after you complain?
 - How to contact the Housing Ombudsman if you're still unhappy.
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What is a Complaint?

We follow the Housing Ombudsman's definition:

“An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.”

You can complain about:

- Repairs and maintenance
 - Staff or contractor behaviour
 - Delays or poor communication
 - How we've handled anti-social behaviour
 - Any other service we provide.
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Who Can Complain?

You can complain if you are:

- A tenant, leaseholder, licensee, or housing applicant
- A former resident (about something that happened while you were with us)

- Someone acting on a resident's behalf (with their permission)
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When to Complain

We encourage you to complain as soon as possible. Normally, we only investigate complaints about issues that happened (or you became aware of happening) in the last 12 months, but we'll consider each case individually.

When We Might Not Investigate

We may not investigate if:

- The issue happened or you became aware of it over 12 months ago and there's no clear reason for the delay
- You're requesting a service for the first time (like reporting a repair)
- Legal action has already started
- The complaint has already been fully considered
- We do not deliver the service you are complaining about

If we decide not to investigate, we will explain why and let you know where you can get help. This includes advising you who to contact if we do not deliver the service you are complaining about.

How to Make a Complaint

You can make a complaint in a way that suits you:

- Phone: 0207 974 8035
- Email: camdenlivinghousingassociationtenantsenquiries@camden.gov.uk
- Post: 5 Pancras Square, London N1C 4AG
- In person: 5 Pancras Square, London N1C 4AG Monday to Friday 9am to 5pm

Need help? A friend, family member, or support agency (like Citizens Advice) can help you. We can also make reasonable adjustments if needed.

What Happens Next – Your Complaint Journey

Stage 1 – Our First Response

- We will **acknowledge your complaint within 5 working days**
- We will **investigate and respond within 10 working days** (up to 20 for complex cases)
- Our response will include:
 - What we found
 - Any action or remedy offered
 - An apology if something went wrong
 - How to escalate if you're not satisfied

Stage 2 – Review by our Appeal Panel

- If you're not satisfied with our Stage 1 response, you can request a Stage 2 review
- A senior manager and a Board Director not involved in Stage 1 will reconsider your complaint
- We will acknowledge this request within 5 working days
- We will respond within 20 working days (up to 40 days in complex cases)

Still Not Happy? – Contact the Housing Ombudsman

If you're not satisfied after Stage 2, you can contact the Housing Ombudsman Service. They are free, independent, and can investigate complaints.

Housing Ombudsman Contact Details

- Phone: 0300 111 3000
 - Website: [Housing Ombudsman Service](#) (this includes a live-chat facility during office hours)
 - Post: Housing Ombudsman Service
PO Box 1484
Unit D, Preston, PR2 0ET
 - Online complaint form: [online form](#)
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Your Rights and Privacy

- You can complain without fear of being treated unfairly
 - You can have someone support or represent you
 - We will treat all complaints confidentially
 - We comply with UK GDPR and the Data Protection Act 2018
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What We Promise

- To listen and take your complaint seriously
 - To respond on time
 - To apologise and make things right where needed
 - To learn from complaints and improve our services
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Need Support?

If you need help to make a complaint, you can contact:

- Citizens Advice
 - Shelter
 - Age UK
 - Other local advocacy services
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This guide is based on our Complaints Policy and follows the Housing Ombudsman's Statutory Complaints Handling Code (8680);

Our full Complaints Policy can be found [here](#)