**Timeline for complaints**

As per the Housing Ombudsman’s Complaint Handling Code, we will adhere to the following timescales when investigating your complaint which will be investigated as part of a two-stage process:

**Stage one:**

* Your complaint will be acknowledged by the relevant Regional / Operational Manager within five working days
* A response will be provided within 10 working days of acknowledgement
* If you’re unsatisfied with the outcome or how your issue has been handled, you have the opportunity to escalate it to stage two and you don’t need to tell us the reason

**Stage two:**

* The complaint will be acknowledged by the Complaints Team within five working days
* A response will be provided within 20 working days of acknowledgement by the relevant Managing Director or Director

**If you remain unsatisfied, you can** [**escalate to the Housing Ombudsman**](https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/)