**Resolving complaints**

If the outcome of a complaint finds Housing 21 to be at fault, there are various ways we can look to put things right. These can include some or all of the following:

* Acknowledging where things have gone wrong
* Providing an explanation, assistance or reasons
* Taking action if there has been delay
* Reconsidering or changing a decision
* Amending a record or adding a correction or addendum
* Providing a financial remedy
* Changing policies, procedures or practices

When deciding what action to take, we must consider the extent of any failings and the impact on residents. This will include:

* Length of time that a situation has been ongoing
* Frequency with which something has occurred
* Severity of any service failure or omission
* Number of different failures
* Cumulative impact on the resident
* Resident’s particular circumstances or vulnerabilities

We will clearly set out what will happen and by when. When awarding compensation, we will consider whether:

* Any statutory payments are due
* If any quantifiable losses have been incurred
* The time and trouble a resident has been put to
* Any distress and inconvenience caused

More information about the resolution process is set out in the [Housing Ombudsman’s Complaint Handling Code.](https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/)