

Is this the Association's final offer?

Yes, although we may offer mediation or conciliation depending on the circumstances.

What if all the offers have failed to satisfy me?

If the Association's final response is unacceptable you may wish to consult further with:

- Housing Ombudsman Services
81 Aldwych
London,
WC2B 4HN
Lo-Call Tel No: 0845 7125 973
Minicom: 020 7404 7092
Fax: 020 7831 1942
Email: info@housing-ombudsman.org.uk
- An Independent Agent (Citizens Advice)
- The Housing Corporation
- Local Councillor
- Local MP

Two Castles Housing Association



WITH CHARITABLE STATUS.

If you require more information please contact the Housing Officer for your area

North West Region

3 Castle Street Carlisle
Cumbria CA3 8SY
Tel: (01228) 547463
Fax: (01228) 597822

Catherine Mill Catherine Street
Whitehaven Cumbria CA28 7QT
Tel: (01946) 591848
Fax (01946) 591880

3 Angel Yard 21-23 Highgate
Kendal Cumbria LA9 4DA
Tel: (01539) 733319
Fax: (01539) 730175

North East Region

154 New Bridge Street
Newcastle upon Tyne NE1 2TE
Tel: (0191) 2614774
Fax: (0191) 2619692

complaints



Two Castles Housing Association 

Opening more doors for more people

complaints

We hope that you will not have any complaints, however if you do, you can use our complaints procedure if:

- Your home is owned or managed by Two Castles Housing Association
- As an applicant for housing you have been refused a home by Two Castles Housing Association, unless we simply do not have any suitable properties available
- You pay Two Castles Housing Association to provide services for your home

How do I complain?

Customer complaints can be brought to our attention in many ways:

- Over the telephone
- By post
- Personal interview
- Home visit

How will the complaint be resolved?

Most complaints should be directed, in the first instance, to the Housing Officer, or, if unresolved, to the Assistant Regional Housing Manager or Regional Housing Manager. They will normally be resolved at this stage without the need for further action.

What if I am not satisfied with this outcome?

Then residents or applicants can register a formal complaint.

How do I make a formal complaint?

Request a Complaint Form, complete it and send it to the Housing Services Director.

How long will I wait for a response?

Your complaint will be acknowledged in 3 working days and will then be investigated.

You will be given a detailed response within 20 working days of us acknowledging your complaint.

What if I am not happy with the response?

The Housing Services Director will endeavour to bring your complaint to a satisfactory conclusion. However, if your complaint is not resolved, write to our Chief Executive.

What if the Chief Executive cannot resolve my complaint?

Write to the Chairman of the Board. The Chairman will invite you, accompanied by a friend or representative if you wish, to attend a meeting with a small Panel of Board Members of the Association.

The issue of the Chairman's letter will mark the end of the Association's formal Complaints Policy.