

**CHANGING
LIVES**

HOMES

**HOW WE'LL HANDLE
YOUR COMPLAINT**

At Changing Lives Homes, we strive to provide exceptional service. However, we understand that issues may arise. If you feel our service has fallen short, please let us know.

Service Request

Sometimes you may need us to take action without filing a complaint. This is called a 'service request,' which can include requests for repairs, reporting anti-social behavior, seeking information or explanations, or asking us to correct something.

Please note that service requests are not complaints. If you are unhappy with our response or the outcome of your service request, you will have the opportunity to file a complaint.

Making a Complaint

We encourage you to reach out to us as soon as an issue arises. Complaints should be raised within 12 months of the incident, ideally as soon as you become aware of the problem. This allows us to address the issue promptly.

Stage 1

We aim to resolve issues promptly and effectively. When you contact us, we will gather all necessary details about the situation and understand your desired resolution.

- We will acknowledge your Stage One complaint within five working days.
- Your complaint will be heard by a Project Lead, Corporate Manager or Service Manager.
- You will be offered the chance to discuss your concerns.
- You can comment on adverse findings before a final decision.
- Response provided within ten working days of acknowledgment (extendable by another ten working days with good reason).
- If we require more time, we will inform you. If you need more time, please let us know.

We will keep your complaint open until all agreed actions are completed.

Stage 2

We aim to resolve issues promptly and effectively. When you contact us, we will gather all necessary details about the situation and understand your desired resolution.

- We will acknowledge your Stage Two complaint within five working days.
- Your complaint will be heard by a Operational Lead, Corporate Lead or Director.
- You will be offered the chance to discuss your concerns.
- You can comment on adverse findings before a final decision.
- Response provided within twenty working days of acknowledgment (extendable by another twenty working days with good reason).
- If we require more time, we will inform you. If you need more time, please let us know.

We will keep your complaint open until all agreed actions are completed.

Who can I contact for support?

Stage Two is the final step in our complaint process. If you are not satisfied with our response, you have the option to escalate your complaint. For additional support or advice during the complaints process, you can contact the following:

The Housing Ombudsman Service — www.housing-ombudsman.org.uk or 0300 111 3000

The Financial Ombudsman Service — www.financial-ombudsman.org.uk

Building Safety Regulator — www.gov.uk/guidance/contact-the-building-safety-regulator or 0300 790 6787

Independent advice — www.citizensadvice.org.uk/housing/social-housing

Getting help from a designated person

This can be a local Councillor or your local MP. Contact information for Councillors is available on your local council's website and for local MPs on www.parliament.uk.

Contacting Us

Telephone: 0191 273 8891

Email: complaints@changing-lives.org.uk

Website: www.changing-lives.org.uk

Or visit our Social Media pages.

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Changing Lives Homes (operating name of TCUK Homes Limited) is a company limited by guarantee registered in England and Wales with company number 08385555 and a wholly owned subsidiary of The Cyrenians Ltd. It is a non-exempt charity registered with number 1197888 and registered with the Regulator of Social Housing as a provider of social housing with registration number 4756. Registered Offices: H26 The Avenues, Eleventh Avenue North, Team Valley, Gateshead NE11 0NJ.