

## FINAL STAGE

A member of the Central Complaints Unit team should be in contact within **3 working days** and let you know who will be managing your Final Stage complaint.



Your complaint will be independently investigated.

Once we have agreed your issues of complaint, we aim to send our Final Stage complaints response to you in **20 working days**, although we may need longer.

If your complaint takes longer to investigate, we will keep you updated.

Our response will be reviewed and authorised by the relevant Director(s).

If you are happy with the response, your complaint is closed.



If you are not happy, our Final Stage response will sign-post you to Northern Ireland Public Services Ombudsman.

## HOW TO MAKE A COMPLAINT

You can make a complaint by:

- email
- telephone
- post
- website/online form
- sending a message on the Customer Portal (if you're a tenant)



### First Stage complaint

You can send the complaint directly to the office who is dealing with your case.

If you are unsure where to send your complaint, please contact our Customer Service Unit on:

**Email: [information@nihe.gov.uk](mailto:information@nihe.gov.uk)**

**Tel: 03448 920 900**

**Relay UK: 18001 03448 920 900**

*(for those who are deaf, hearing or speech impaired)*

or write to:

**Chief Executive's Office**

**2 Adelaide Street Belfast BT2 8PB**

If you phone to make your complaint, please tell them where the issue happened, and the nature of your complaint. This will help them to direct you to the correct office.

### Final Stage complaint

Please send the details of your final stage complaint to our Central Complaints Unit:

**Email: [centralcomplaints@nihe.gov.uk](mailto:centralcomplaints@nihe.gov.uk)**

or via the contact details listed above.

**Housing**  
Executive

## How to make a complaint



# The Housing Executive is committed to providing an excellent service to all customers.

Our customer's needs are at the centre of everything we do.

If something has gone wrong, we want to hear from you.

We are committed to making improvements to our service, where necessary, and we can do this from your feedback and suggestions.

Our full Complaints Policy is on our website [www.nihe.gov.uk](http://www.nihe.gov.uk) where we explain:

- What a complaint is
- How we deal with complaints
- How to make it right
- How we report and learn from complaints



## Principles of a Complaint

- Start off right
- Fix it early
- Focus on what matters
- Be fair
- Be honest
- Learn and improve

## Who can complain?

Anyone can make a complaint about their experience with us.

If you feel you can't complain to us directly, someone can complain on your behalf. This can be a family member, friend, advice body (e.g. Housing Rights) or Elected Representative (Councillor, MLA or MP).

We will ask you to complete a form of authority before we talk to them on your behalf. This form is available on our website or we can send one to you.

## Making a Complaint

We want to sort out problems quickly and locally, where possible.

If you have a problem, please contact the person dealing with your case first. They will try to help you resolve the problem.

If they can't fix the problem, you can make a formal complaint. Normally, this will be investigated by the local office manager

**You should make your complaint within 3 months of the event that you want to complain about.**

## STAGE 1

A member of staff acknowledges your complaint within **3 working days** and should let you know who will be handling it.

Your complaint is reviewed and investigated by the local office.



Once we have agreed your issues of complaint, we aim to send our response to you in **10 working days**, although we may need longer. If your complaint takes longer to investigate, we will keep you updated.

Our response to you is reviewed and authorised by the Local Manager.



If you are happy with the response, your complaint is closed.

Tell us if you are not happy with your response. **Please let us know within 3 months** and the Central Complaints team will start the Final Stage of the complaints process.

