

# How we'll handle your complaint

**At Karbon we work hard to give you a brilliant service. But we know sometimes things do go wrong. If you feel like our service hasn't been up to scratch, please let us know.**

## Service request

Sometimes you might need us to take action, but not handle it as a complaint. This is a 'service request' such as a request for a repair or reporting anti-social behaviour. It may also be a query for information or an explanation, or a request to put something right.

Service requests are not complaints. If you are dissatisfied with our approach to resolve the issue, or the outcome, you will be given the opportunity to make a complaint.

## Making a complaint

We'd encourage you to contact us as soon as possible after the issue first arises, as complaints must be raised within 12 months of the incident, ideally when you first became aware of the problem.

This is so we can deal with the problem as quickly as possible.

## Stage one

### Responding to your complaint

We'll look to resolve problems and put things right with the minimum of delay. When you get in touch we'll establish full details of what's happened and what you would like us to do about it.



We'll acknowledge your Stage one complaint within five working days



After investigating your concerns, we'll write to you with the outcome of the investigation and include any proposed solutions within ten working days



If we need more time, we'll let you know



If you need more time please let us know



We'll keep your complaint open until we have completed any agreed actions.



## Stage two

### Reviewing your complaint

If you're unhappy with our response at Stage one you can move your complaint to Stage two.

We'll listen to what you feel has not been appropriately investigated or disagree with and work with you to understand the outcome you're looking for.



We'll acknowledge your Stage two complaint within five working days



After investigating your concerns, we'll write to you with the outcome of the investigation and include any proposed solutions within twenty working days



If we need more time, we'll let you know



If you need more time please let us know



We'll keep your complaint open until we have completed any agreed actions.



## Who can I contact for support?

Stage two is the end of our complaint process, however, if you're not satisfied with our response you can choose to take your complaint further. You can contact the following for extra support or advice during the complaints process:

### The Housing Ombudsman Service

[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk) or 0300 111 3000

### The Financial Ombudsman Service

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

### Building Safety Regulator

[www.gov.uk/guidance/contact-the-building-safety-regulator](http://www.gov.uk/guidance/contact-the-building-safety-regulator) or 0300 790 6787

### Independent advice

[www.citizensadvice.org.uk/housing/social-housing](http://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](http://www.parliament.uk).

## Contacting us



0808 164 0111

(all calls are recorded for training and monitoring purposes)



[info@karbonhomes.co.uk](mailto:info@karbonhomes.co.uk)



[karbonhomes.co.uk](http://karbonhomes.co.uk)

Or visit our social media pages @karbonhomes

You can find more information about our complaints process on our website at [www.karbonhomes.co.uk/complaints](http://www.karbonhomes.co.uk/complaints)