



At Shian, we are committed to providing you with good quality services. We welcome your complaints because they help us to learn from our mistakes and allow us to put things right. It's also good to hear from you when we get things right.

What is a complaint?

We try to put things right as soon as you tell us about them. For example, if you call us about your boiler not working, or to ask us to deliver our service to you a bit differently because you are disabled (we call this 'making reasonable adjustments'), we aim to sort things out quickly as a service request. A service request is not the same thing as a complaint.

We will treat what you are telling us as a complaint, and take it through our complaints process, if:

- this is the second time you have told us about your problem
- the issue is significantly affecting you, or
- you aren't happy with the way we dealt with your service request.

What can I complain about?

You can complain about things that we, or our contractors, do or fail to do. For example, if:

- we are slow to respond to your enquiries and requests
- we fail to provide you with a service
- the standard of service is poor
- we fail to follow our own policies or procedures, or
- you are unhappy about the way a staff member or a contractor has treated you.

How do I complain?

You can complain:

- by phone: 020 8985 7120
- by SMS text message: 07535 269269
- by email: housing@shian.org.uk
- online via our website: www.shian.org
- in person at our office, or
- in writing to: Shian Housing Association, 76 Mare Street, London E8 3SG

If you ask your MP or another person in authority to make the complaint on your behalf, we will follow our normal procedure. However, if you make a legal claim against us, we will refer the matter to our insurers.



What to include in your complaint

Please include:

- your name and contact details
- what you are complaining about
- any evidence you have, and
- how you want us to resolve things.

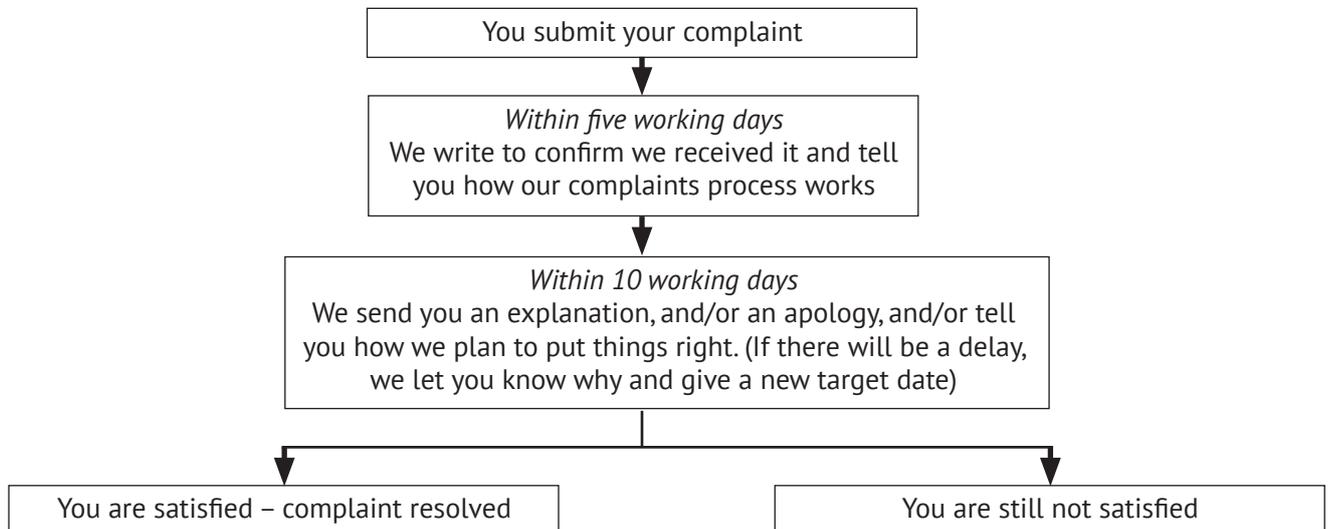
What happens next

We have set out our two-stage complaints process on the next page.

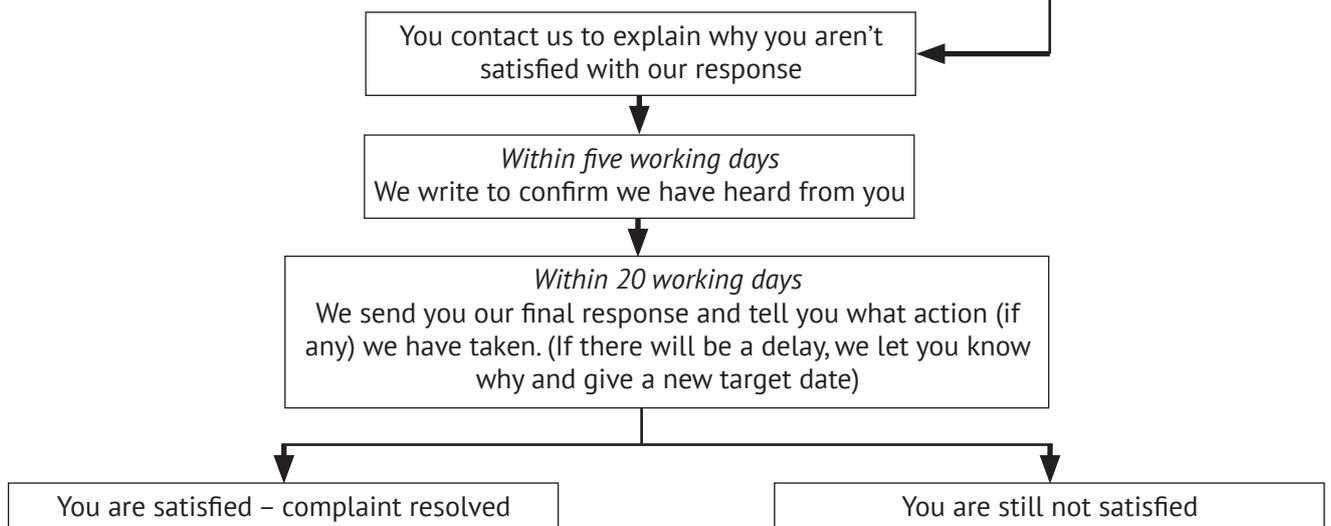
How we will handle your complaint

We have a two-stage process

STAGE 1: Frontline resolution



STAGE 2: Further investigation



Housing Ombudsman Service

The Housing Ombudsman Service can offer advice while you are completing our complaints process – **especially if there are any delays**. You can also appeal to the Ombudsman if you aren't satisfied with our final response.

They recommend you contact them by:

- using the complaint form at: www.housing-ombudsman.org.uk/residents/make-a-complaint, or
- emailing: info@housing-ombudsman.org.uk

However, you can also opt to:

- phone: 0300 111 3000 (9am to 5pm on Monday, Tuesday, Wednesday, Friday. 9am to 3.30pm on Thursday), or
- write to: Housing Ombudsman Service, PO Box 1484, Unit D, Preston PR2 0ET – but expect delays and do not send them original documents, as they cannot return them.

