

Your Leasehold Home - Making a Complaint

If I am unhappy with the service provided by my manager how do I complain?

Your manager should have a clear procedure for handling complaints about their services and this should be readily available upon request, either in hard copy or electronic form.

Can you tell me more about this procedure?

There should be no more than 3 stages to the procedure. It should tell you to whom complaints should be made in the first instance and the steps you can follow if you remain dissatisfied following each stage.

Is there a timescale that my manager is required to follow?

The whole procedure should take no more than 8 weeks and you should receive a full response at each stage of the complaint handling procedure. If your manager has good reason to be unable to respond within the prescribed response times, you should receive an explanation and be kept updated.

Do I have to complain in writing?

No. Your manager should not require you to complain in writing. You may complain verbally and your manager may respond verbally in turn. Your manager should clarify that you are happy with the response and a written record of your complaint and agreed outcome should be kept.

The complaint handling procedure should allow you the right to a face-to-face hearing with a person, or a panel at a senior level within the organisation. Your manager should also be willing to offer mediation and conciliation to try and resolve your complaint at an early stage.

What, if after all that, I remain dissatisfied?

Your manager should belong to a Government-approved redress scheme, or Ombudsman's Service. Details of this should be readily available and your manager is obliged to give you access to it. If you remain dissatisfied, you may refer your complaint to this body and your manager is bound by their decision.

Other Guides:

- What is a Lease?
- Who is who in a block of leasehold flats?
- Who has responsibility for what?
- Carrying out alterations or improvements
- What costs will I have to pay each year?
- The money – service charges & ground rent in leasehold homes
- Reserve & sinking funds
- Section 20 information
- Shared ownership
- Common misconceptions about leasehold?