

# Stage 2 complaint process

Complaint received. Complaint officer contacts tenant to confirm area for escalation and desired outcome within 5 working days. Allocated for investigation



20 working days to conduct investigation and outline findings and resolution



Investigation complete



More time required



Tenant made aware of extension. Additional 20 working days to continue investigation.



Complaint responded to. Stage 2 investigating officer writes to tenant to outline findings and outcomes. Letter sent



**Satisfied**



**Dissatisfied**



Complaint closed after 10 working days if no contact is made from the tenant



Contact the Housing Ombudsman - visit their website for details:  
[housing-ombudsman.org.uk/contact-us](https://housing-ombudsman.org.uk/contact-us)