



arhag  
HOUSING ASSOCIATION

# Complaints

## A Residents' Guide

August 2025

# Complaints – A Residents' Guide

## 1. First, we try to get the issue fixed

- If something goes wrong (a repair, a service, a delay, poor communication, etc.), please tell us as soon as possible.
- Many issues can be sorted out quickly as a **Service Request** without going through the full complaints process.
- But remember - **you can ask for the issue to be treated as a formal complaint at any time** – you don't need to use the word "complaint" for it to count.

## 2. How to make a complaint

You can contact us in any of these ways:

**Online:** [arhag.co.uk/make-a-complaint-or-compliment](https://arhag.co.uk/make-a-complaint-or-compliment)

**Phone:** 020 7424 7370

**Email:** [contact@arhag.co.uk](mailto:contact@arhag.co.uk)

**In person or by letter:**

The People's Place, 80–92 High Street, London, E15 2NE

**Social media:** Send a private message so we can protect your privacy.

You can ask someone else (family member, friend, MP, councillor, advocate) to complain for you – we just need your permission in writing.

## 3. Stage One – we investigate

- **We will acknowledge your complaint within 5 working days.**
- A **Complaint Handler** will look into it.
- **We will aim to reply within 10 working days** of acknowledging your complaint.
- If it is complicated, we may take up to **10 extra working days** (we will let you know why and when to expect a reply).
- We will explain:
  - What we have found
  - Any action we are taking
  - Any compensation or goodwill gesture (if applicable)

## 4. Possible outcomes

We might:

- Apologise and explain what went wrong
- Put things right (for example, complete repairs, correct records)
- Change our policies or procedures
- Offer a financial remedy or goodwill gesture

## 5. Stage Two – Appeal Panel

If you are not happy with our Stage One reply:

- Tell us within **20 working days** that you want to appeal.
- **We will acknowledge your complaint** within **5 working days**.
- The **Appeal Panel** (two independent Arhag staff, plus an optional resident panel member) will review your case.
- You can attend in person or online, or decide not to attend and let us decide based on the evidence.
- We will hold the panel within **15 working days** of your request (or as soon as we can if that date doesn't work for you).
- You will get the outcome within **5 working days** of the meeting, and always within **20 working days** from when we acknowledged your appeal.
- If dissatisfied with Stage Two response, you can then appeal to the ombudsman.

## 6. You can contact the Housing Ombudsman at any time

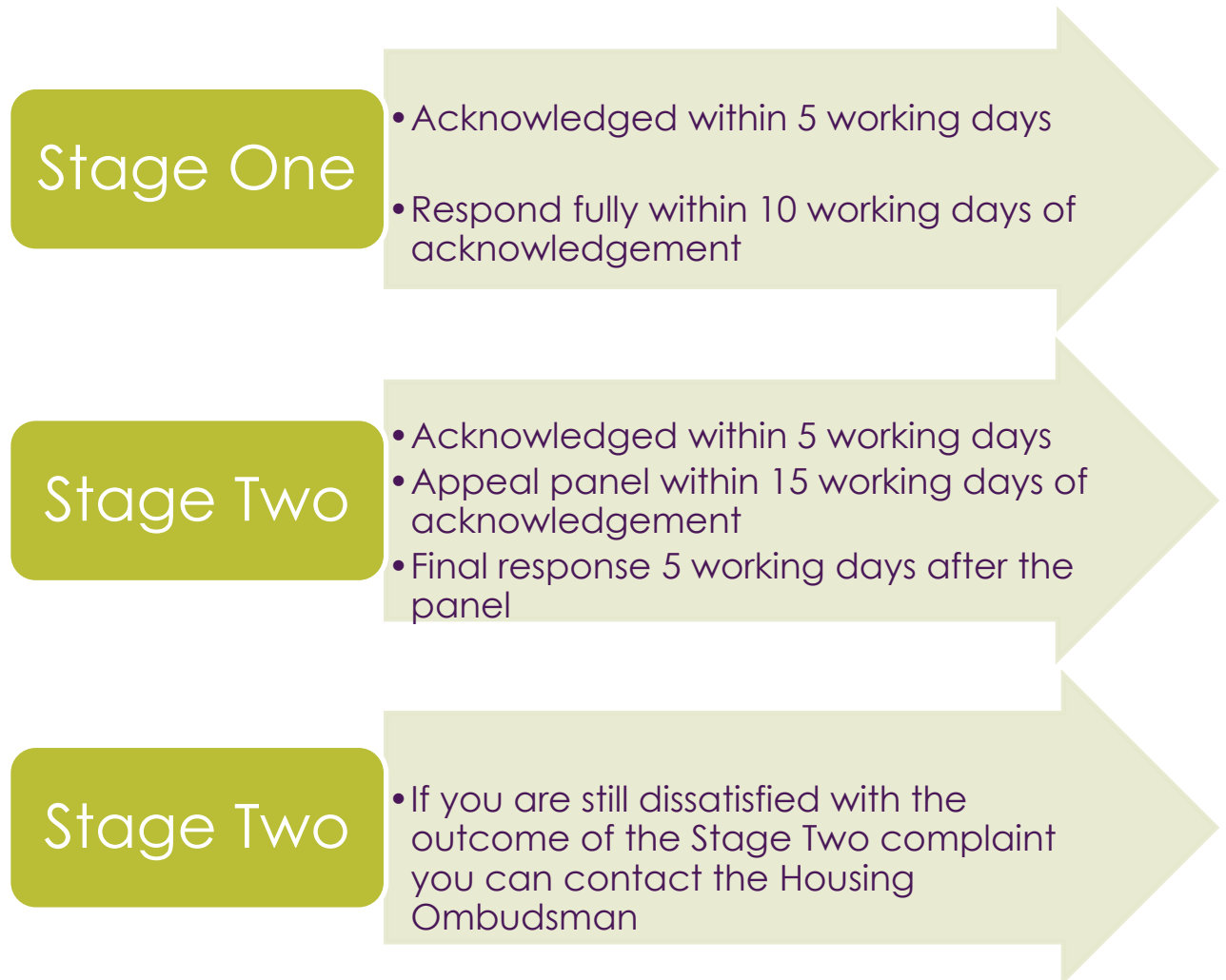
**Phone:** 0300 111 3000  
**Email:** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)  
**Online:** [housing-ombudsman.org.uk](https://www.housing-ombudsman.org.uk)  
**Post:** Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

## 7. Support we can provide

- We can arrange interpreters or translation if English isn't your first language.
- We can make reasonable adjustments if you have a disability or specific need.
- We can help you find an advocacy service.
- You can bring someone with you to meetings.

This guide is a summary of our complaints process and does not cover all instances and exclusions, please ensure to check the full policy here: <https://www.arhag.co.uk/about-arhag/policies> for full details.

## The complaints process – a residents' guide





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