



Landlord Complaints Policy - Quick Guide (V1.3)

What this policy is about

This quick guide provides a short overview of the Landlord Complaints Policy and explains how concerns about landlord services are handled fairly and consistently. Making a complaint will not affect access to housing or services.

Who it applies to (See policy: Scope, p.3)

- Tenants, leaseholders, shared owners and former tenants
- Anyone receiving or affected by landlord services
- People acting on someone's behalf, with consent

Service request or complaint - what is the difference?

(See policy: What is a complaint? p.4 & What is a service request? p.5)

- A **service request** is a request for action to put something right, such as a repair or appointment.
- A **complaint** is an expression of dissatisfaction about a service, action or lack of action.

If someone is unhappy with how a service request is handled, it can be logged as a complaint without using the word.

Support to make a complaint (See policy: Support for customers who want to make a complaint, p.6)

Support is available to help people raise complaints. Reasonable adjustments can be made, including allowing a representative to complain on someone's behalf, with consent, in line with the Communication and Reasonable Adjustments Policy.

How to make a complaint (See policy: How can a complaint be made? pp.6-7)

Complaints can be made by phone, email, in writing, online, in person or through a representative. Concerns raised via social media or resident engagement will be followed up through appropriate channels to protect privacy.

When a complaint can be made (See policy: When can a complaint be made? p.8)

Complaints should normally be made within 12 months of the issue occurring or becoming known. In exceptional circumstances, complaints may still be considered outside this timescale.

How complaints are handled (See policy: Complaints Procedure – Stage One & Stage Two, pp.8-10)

Complaints follow a two-stage process.

Stage One is acknowledged within 5 working days, with a response provided within 10 working days.

Stage Two provides a further review if the person remains unhappy, acknowledged within 5 working days, with a response within 20 working days.

Timescales may be extended where needed, with reasons explained and updates provided.

Decisions and outcomes (See policy: Communicating a decision and putting things right, pp.11-12)

Written responses will explain the decision reached and any action to put things right, which may include apologies, practical action, service improvements or financial remedies.

Complaints about contractors (See policy: Complaints about our Contractors, p.12)

Complaints about contractors are handled through the same complaints process.

Working together (See policy: Persistent complaints and unreasonable behaviour from complainants, p.12)

Complaints should be raised reasonably.

Unreasonable behaviour will be managed in line with the Managing Unreasonable Behaviour Policy.

External routes (See policy: Housing Ombudsman Service, Building Safety Regulator & Energy Ombudsman, pp.11 & 15)

Advice can be sought at any stage from the Housing Ombudsman, the Building Safety Regulator (for building safety issues) or the Energy Ombudsman.

Learning and improvement (See policy: Monitoring and reviewing our service & Self-assessment, pp.12-13)

Complaints and feedback are monitored to improve services, with annual self-assessments completed against the Housing Ombudsman Complaint Handling Code.

Further information

This is a summary only. For full details, please refer to the Landlord Complaints Policy or contact Portsmouth Homes.

Information is available in alternative formats on request.

Link: [Landlord complaints policy](#)

