
Complaints – what you can do if you think your complaint is unresolved

Hanover's complaint process is a one-stage process that focusses on resolving your complaint fairly, efficiently and professionally. The process involves a specialist member of staff and is complete once you have received your response letter.

However, if you think your complaint hasn't been resolved you have two options for further consideration of your complaint: referral to your local councillor, an MP acting in England, a residents' panel or direct referral to the Ombudsman.

Referral to the Ombudsman

The Ombudsman has a set eight week 'cooling off' period between the time you receive Hanover's final response and when you can contact the Ombudsman to ask for your complaint to be looked into.

You have a period of 12 months in which to refer a complaint to the Ombudsman, after which period the Ombudsman may decide not to investigate.

We will co-operate fully with the Ombudsman Service during any investigation and comply fully with the resulting decision which will be binding on us.

Referral to the First Tier Tribunal

If you are a leaseholder or freeholder you can refer your complaint to your Tribunal Regional Office for consideration. Please note that the Ombudsman will not investigate complaints once they have been referred to the First Tier Tribunal.

Referral to a local councillor, an MP acting in England or Hanover's Residents' Complaint Panel

They are able to fast track your complaint to the Ombudsman before the eight week cooling off period is over, if they think Hanover's response was not reasonable. They may also suggest to Hanover what may resolve the complaint.

Hanover's Residents' Complaint Panel (for complaints from or on behalf of Hanover residents)

Hanover's Residents' panel is made up from Hanover's Engaged Residents. The panel is independent from Hanover and can provide an impartial review of how Hanover has handled your complaint. To ensure confidentiality, your complaint will be reviewed by three panel members who are not from your estate. Panel members are fully trained and have signed agreements to work within the Data Protection Act 1998. The panel will carry out a review and send a response within four weeks of receiving your complaint.

You do not have to use the 'Hanover Residents' Complaint Panel' - you can still go to an MP or councillor.

Whether you decide to refer your complaint to the Residents' Complaint Panel, your local councillor or an MP they can recommend that:

- the complaint is investigated further by Hanover to reach an agreeable resolution
- no action is necessary as Hanover has provided a reasonable response
- the complaint is referred directly to the Ombudsman (with the agreement of the complainant) without having to wait for the eight week cooling off period to elapse.

Please note - any recommendations made by the panel, councillor or MP do not have to be accepted by Hanover, although finding an agreeable resolution to complaints is always Hanover's aim.

- If you want to refer your complaint to **Hanover's Residents' Panel** you can -

Telephone: 01274 302070

E-mail: complaintpanel@hanover.org.uk

Post: Complaint Panel, 2 Godwin Street, Bradford, BD1 2ST

- Names of **local councillors** can be found in local libraries or by contacting your Local Council
- You can find out the name and contact details for your **MP** by phoning the House of Commons Information Office on 020 7219 4272 or online at www.parliament.uk

- For information about referring your complaint to the **Housing Ombudsman**, please contact:

Housing Ombudsman Service, Exchange Tower, Harbour
Exchange Square, London
E14 9GE

Telephone: 0300 111 3000

Fax: 020 7831 1942

Email: info@housing-ombudsman.org.uk

Website: www.housing-ombudsman.org.uk