

COMPLAINTS PROCEDURE

- (i) **PUT IN WRITING** Tenants should contact the Housing Manager or the Treasurer, in writing, if they have any query or complaint about the Association or the service it provides or they wish to inspect their records. A written response will normally be made within 14 days.
- (ii) **MEET AND DISCUSS** The matter will be followed up by the Housing Manager either by personal visit or by letter after which the tenant will be informed by letter of the Association's response to the complaint or query.
- (iii) **APPEAL** Tenants have the right to appeal to the Chairman if they are not satisfied with the reply, in which case correspondence should be addressed to the Chairman 'In Confidence' at:

Chichester Greyfriars Housing Association Ltd
The Forum,
Stirling Road,
Chichester,
West Sussex PO19 7DN.

A final determination of the appeal will be made by the Management Board

- (iv) **OMBUDSMAN** Tenants, who after having followed this complaints procedure, have the right of reference to:

The Independent Housing Ombudsman Ltd,
81 Aldwych, London WC2B 4HN
Tel. 020 7421 3800 Fax 020 7831 1942
Lo-call Tel. 0845 7125 973