



Putting it right

Our complaints resolution procedure focuses on finding a solution at the earliest possible stage.

Complaint

We'll appoint a member of staff to closely look at your complaint. The member of staff will work with you to find a solution and send a full response within 10 working days. We'll do all we can to resolve the issue at this stage.

Review

If following our joint efforts we haven't resolved your complaint, we'll try to resolve at the review panel meeting. The review panel will be made up of:

- Operational Director
- Customer Experience Team representative
- Any other staff member relevant to the review
- Business expert (if required).

You can also choose to have up to two involved residents on the panel if:

- You've a legal relationship with us (i.e. applicants, tenants, leaseholders, licensees)
- Are an advocate for an applicant, tenant, leaseholder, licensee
- Live in one of our homes (and the tenant gives their consent).

Our review panel meet on set times and dates to review the initial decision we made on your complaint. You don't need to attend this review.

If you'd like to, we can arrange it, though this could delay the process.

The Chair of the review meeting will send a final response within 10 working days of the review.

If we don't escalate your complaint to a review, we'll explain the reasons why.

Housing Ombudsman Service

If we're unable to resolve your case you can contact the Housing Ombudsman for a review.

To contact the Housing Ombudsman you can ask one of the following groups to refer your complaint:

- A Member of Parliament (MP)
- A local Councillor
- A tenant panel (see our Complaint Resolution Policy for details).

The other available option is to contact the Housing Ombudsman eight weeks after the final response letter. This eight week 'cooling off' period gives us another chance to resolve any outstanding issues.

Contact us

- Telephone: 0800 121 60 60
- Email: contactus@optivo.org.uk
- Website: www.optivo.org.uk
- Post: Optivo, Building 1060, Cornforth Drive, Kent Science Park, ME9 8PX