

If you are unhappy with our initial response, please see the further stages you can take to resolve your complaint.

Stage Two

If you remain unhappy with our response, you may ask for your complaint to be reviewed. This will be undertaken by the 2 Senior Managers who will consider the case and aim to provide you with a full written response within 10 working days.

Stage Three

At this stage the complainant has a choice of what they may wish to do if they wish to still pursue the matter. Note - this section is an extract taken directly from the Housing Ombudsman's website.

- If the landlord cannot put things right, the next step is to contact an MP, a Local Councillor or tenant panel - these are the three types of designated person.
- Designated persons are there to help to resolve disputes between tenants and their landlords. They can do this in whatever way they think is most likely to work.
- If the designated person cannot help they can refer a complaint to the Ombudsman.
- Complaints to the Ombudsman do not have to be referred by a designated person, but if they are not there must be at least 8 weeks from the end of the landlord's complaint process before the Ombudsman can consider the case.

If the complainant remains dissatisfied they can refer the matter to the Housing Ombudsman at the following address;

Exchange Tower
Harbour Exchange Square London
E14 9GE

Tel Number: 0300 111 3000
www.housing-ombudsman.org.uk



Tel: 01508 532000
www.saffronhousing.co.uk

Saffron Housing Trust, Saffron Barn
Swan Lane, Long Stratton, NR15 2XP

Please note:
The Ombudsman will only deal with your complaint if you have completed our complaint's procedure first.