

## TO MAKE A COMPLAINT OR A COMPLIMENT



### CORRECTING OUR MISTAKES: WE WILL

**listen** to you, **show empathy** and **act quickly**

welcome your complaints as a reminder that **you are the best judge** of our standards

make sure you all **know how** to make a complaint

check our complaints process is **clear** and **easy to follow**

where appropriate, try to **resolve problems** as a **service request** – it's less effort for you and you will usually get a faster result

acknowledge all complaints within **five working days**

follow our complaints policy as a general guide to **how quickly** we need to act on each complaint

involve the **people best placed to help** with your complaint, for example the relevant contractor or staff member

**tell you when** we will be in touch with you throughout the process – and do just that

make sure we **do what we say** we will do

**apologise** when we have done wrong

**learn lessons**, using your complaints to see where and how we need to improve services

**explain** how you can make a complaint in your newsletter

regularly **update information** on complaints on our website.

### RAISING STANDARDS

- We will ask you about your use of our complaints service during your yearly *Staying Connected* visit.
- We will regularly review complaints senior staff have handled.
- We will discuss complaints handling with tenants and staff and use what you and they recommend we do to improve our complaints service.

### Who to complain to if our service falls short

If we get something wrong, let you down or make a mistake:

- **tell any of our staff**
- call us on **020 7704 2324**
- email [info@barnsbury.org](mailto:info@barnsbury.org)
- write to **4-6 Colebrooke Place, London N1 8HZ**
- online at [barnsbury.org](http://barnsbury.org)

**If you think we are not meeting our service standards please tell us.**

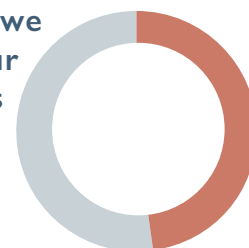
### HELP FROM THE HOUSING OMBUDSMAN

You can go to the Housing Ombudsman Service for advice on your complaint at any stage, including before, during or after you make a complaint. You can also ask them to investigate if you are not happy with our final decision.

Housing Ombudsman  
PO Box 1484, Preston P2 0ET  
[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)  
0300 111 3000  
[housing-ombudsman.org.uk](http://housing-ombudsman.org.uk)

You agree we handle your complaints well

**48%**



2025 ACUITY SURVEY