

In-House Complaints Procedure

Clear, fair, and resolution-focused process for tenants, landlords, and customers

How to raise a concern or complaint

Email: Complaints@thehomecloud.co.uk

Post: Grosvenor House, Basing View, Basingstoke, RG21 4HG

Phone: 02072054060 - if you need help putting your complaint in writing

Please include your name, property address, contact details, what happened, relevant dates or documents, and the outcome you are looking for.

1. Our aim

We are committed to providing a professional, fair, and responsive service. If something has gone wrong, we want to understand it, explain what happened, and, where appropriate, put things right quickly. Feedback also helps us improve our standards and prevent the same issue from happening again.

2. Before making a formal complaint

Many concerns can be resolved quickly without needing to use the formal complaints process. If you raise a concern with us, we will first consider whether it can be put right promptly by the relevant team. If you remain dissatisfied, or if the issue is serious, repeated, or unresolved, we will treat it as a formal complaint.

A routine service request, such as a repair update, tenancy query, or document request, will usually be handled by the relevant team. If you are unhappy with how that request has been handled, you can raise it as a complaint.

3. How to make a complaint

- Please put your complaint in writing so that we can clearly understand and investigate your concerns.
- If you have difficulty putting your complaint in writing, please contact us, and we will help record the complaint for you.
- You may ask someone to help you with your complaint, such as a friend, relative, or adviser. We may need your permission before discussing your complaint with another person.
- Please send any evidence you would like us to consider, such as emails, messages, photographs, agreements, or notes of relevant conversations.





4. What will happen next?

Stage	What we will do	Timescale	Outcome
Acknowledgement	We will acknowledge receipt of your complaint and provide or signpost you to this procedure.	Within 3 working days of receiving your complaint.	You know your complaint has been received.
Investigation	A team manager will review the file, consider the evidence, and speak to the relevant team members where appropriate.	Written outcome within 15 working days of the acknowledgement letter.	You receive a clear explanation of our findings and, where relevant, any action we will take.
Review	If you remain dissatisfied, you can ask for a further review. A senior member of staff who was not directly involved in the original investigation will review the matter.	Within 15 working days of receiving your review request.	You receive our final viewpoint on the complaint.
External referral	If you remain dissatisfied after our final viewpoint, or if more than 8 weeks have passed since your complaint was first made, you may be able to ask The Property Ombudsman to review your complaint.	TPO referral rules apply.	Independent review without charge to you.

5. How we will investigate

- We will consider the evidence available and the sequence of events.
- We will speak to the people involved where appropriate.
- We will explain our decision clearly and avoid unnecessary jargon.
- Where we identify that something has gone wrong, we will explain what we will do to put it right.
- Where appropriate, we will identify any learning or process improvements to reduce the chance of the issue happening again.

6. If you are unhappy with our first response

If you are not satisfied with the outcome of our investigation, please contact us again and explain why you remain unhappy. It helps if you tell us which parts of our response you disagree with, any evidence you feel has not been considered, and what outcome you are seeking. We will arrange for a separate review by a senior member of staff. We will then write to you with our final viewpoint within 15 working days of receiving your request for a review.

7. Independent review by The Property Ombudsman

If you are still not satisfied after the final stage of our in-house complaints procedure, or if more than 8 weeks have elapsed since your complaint was first made, you may be able to request an independent review from The Property Ombudsman without charge.

You will usually need to refer your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter and include any evidence to support your case. The Property Ombudsman normally expects complaints to be addressed through our in-house complaints procedure before considering an independent review.



The Property Ombudsman

Online complaint form: www.tpos.co.uk/consumers/make-a-complaint/

Website: www.tpos.co.uk

Consumer telephone: 01722 333306

Postal address: The Property Ombudsman, Unit 159756, PO Box 7169, Poole, BH15 9EL

8. Communication during the complaint

We want complaints to be handled constructively. We ask everyone involved to communicate respectfully, provide relevant information promptly, and be clear about the outcome they are seeking. We will keep a record of the complaint and the steps taken to investigate and resolve it.

9. Preventing future complaints

Where a complaint identifies a service issue, we will consider whether changes are needed to our communication, training, templates, handover notes or internal processes. This may include updating scripts, improving response times, clarifying client expectations, or adding checks at key stages of the customer journey.