# Housing Ombudsman

# Complaints Handling Code

The Housing Ombudsman has published a new Complaints Handling Code which became effective on 1 January 2021. The purpose of the Code is to enable complaints to be resolved quickly and to use the learning from complaints to improve services.

Bancroft TMC is committed to providing an excellent complaints service based on the Ombudsman's code and best practice. We have carried out a self-assessment against the new code and have made changes to our policy and procedure to make sure we comply with the Code. A copy of our self-assessment can be viewed here.

You have the right to contact the Housing Ombudsman if you experience difficulty in reporting your concerns or are not satisfied with the service you receive from us.

We aim to resolve complaints within our internal process however, recognise that this is not always possible. Therefore, if you are not satisfied at the end of our internal process, you can ask the Housing Ombudsman Service to investigate your complaint.

However, before approaching the Housing Ombudsman, you will need to contact a designated person. A designated person is a person who can refer a complaint to the Housing Ombudsman, in accordance with the Localism Act 2011.

A designated person can be an MP or a local Councillor who can review a complaint themselves or refer the complaint directly to the Housing Ombudsman Service.

Alternatively, once eight weeks has passed since the complaint was closed you can approach the Housing Ombudsman directly.

**The contact details for the Housing Ombudsman are:**

Housing Ombudsman Service

PO Box 152

Liverpool L33 7WQ

[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)