

Resident Complaints Review Panel

An independent group of residents working alongside South Essex Homes in improving your services.



IS THIS YOU AFTER TRYING TO CONTACT SEH ABOUT A REPAIR OR ANY OTHER ISSUE? THEN RELAX, BELOW YOU WILL FIND THE 3 EASY STEPS TO MAKE A SUCCESSFUL COMPLAINT.

STEP 1

Contact South Essex Homes either through the Contact Centre on 0800 833160 or through the South Essex Homes website, Twitter or Facebook page or email SEHComplaintsandFOIs@seh.southend.gov.uk giving full details of your issue and a picture of your repair if possible.



South Essex Homes Complaint Team will contact you to let you know they have your complaint and will investigate it fully and inform you of their findings within 10 working days. They will then take any actions needed to remedy your complaint.

If you are happy the case is closed. If you are not happy move to Stage 2.

STEP 2

Get back in touch with South Essex Homes telling them you are not happy and you want your case escalated to Stage 2 giving them as much information as possible as to why you are dissatisfied with the outcome of your Stage 1 complaint.



South Essex Homes & their contractors have their own Complaints Departments and your Stage 2 complaint will be investigated by both Senior Management and the relevant Complaints Teams who will try to rectify your issue and give you an outcome in 20 working days.

If you are happy the case is closed. If you are not happy move to Stage 3.

STEP 3

The final step you can take is to refer your case to the Housing Ombudsman. You **MUST** complete steps 1 & 2 before you take this action and also inform South Essex Homes who will then give you all the details you will need to give the Ombudsman.



If your case has reached this stage the Ombudsman will fully investigate your case to see if there is a solution that has not been looked at yet. They will give you a full report and lay out guidelines for South Essex Homes to adhere to telling them what needs to be done to make amends. This could be a repair, apology, a policy change or compensation. South Essex Homes have previously complied with these recommendation's.

THINGS TO NOTE: -

YOUR TENACY IS NOT AT RISK IF YOU MAKE A COMPLAINT SO DO NOT BE WORRIED ABOUT MAKING ONE.

There is a timeframe of 10 working days for South Essex Homes to reply to a Stage 1 complaint and 20 working days for a Stage 2 complaint while the Housing Ombudsman will take a longer time due to the amount of investigations they must carry out.