

What we do

The Housing Ombudsman Service is set up by law to look at complaints about housing organisations that are registered with us, including housing associations and local authorities.

The Ombudsman must decide what is ‘fair in all the circumstances’.

The best way to resolve a dispute is quickly and locally, by a resident and their landlord.

When you contact us we will try to help you and your landlord resolve the complaint between yourselves. The landlord’s complaints procedure is your opportunity to discuss your complaint directly with it and find a fair solution. If you think your complaint is not being dealt with correctly, for example if you receive delayed or no response, we can help ensure your complaint is responded to by your landlord.

If you are unable to resolve your complaint through your landlord’s complaints procedure you can contact a designated person who can also help find a solution. The designated person can be an MP, a local councillor or a Tenant Panel. Your landlord can give you details of any locally recognised tenant panel; we can give you contact details of your landlord, local councillors and MPs.

If you have decided not to contact a designated person you can come directly to the Ombudsman eight weeks after your landlord has given you its final response to your complaint.

We will deal with each complaint to find the best outcome for your individual circumstances. Once we receive your complaint we may:

- Refer the case to a different organisation if it is an issue we cannot make a decision about because it is not in our jurisdiction.
- Work with you and your landlord to resolve the dispute under our early resolution procedure. For example we can use our experience of resolving complaints to make suggestions to the landlord and/or the resident if we believe there is a way to resolve the complaint.
- Carry out an investigation; we only do this for those complaints where we decide an investigation is proportionate to the circumstances and evidence before us, for example complex complaints involving many issues.

Housing

Ombudsman Service

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