**Example response letter where actions have been committed to as part of the proposed resolution which may take several weeks or more to complete.**

*Below is an example of a response letter. This is a generic letter that may not suit every landlord or complaint, but includes the key elements that we believe contribute to an effective and comprehensive response to a complaint:*

Star Homes Housing Association

High Street

Starsham

Mr Tenant

Flat 6

A named street

Somewhere

Date:

Dear Mr Tenant

***Stage 1 Response* to your complaint ref: 56789**

I have reviewed your complaint at stage 1 of our internal complaint procedure and am writing to provide you with Star Homes’ response.

You complained to Star Homes about:

* delays in undertaking repairs to your bathroom which includes a number of missed appointments.

I understand that to resolve your complaint you are seeking:

* compensation and an apology in recognition of the manner in which the situation has been handled
* confirmation of how and when the outstanding works will be completed.

To investigate your complaint, I have looked at our repair records as well as the correspondence that has passed between you and our repairs contractor. I have also spokenwith the Head of Maintenancewho agrees that the service you have received on this occasion has fallen below what would normally be expected.

I can see that a commitment was made at the beginning of March 2020 to complete the repairs to your bathroom by the end of April 2020. As it currently stands, this is now five weeks overdue and repairs to the tiles, shower and bathroom ceiling and floorboards remain outstanding.

This delay has partly been caused by the job being incorrectly recorded as ‘completed’ on our records. Any delay has been compounded by our contractors failing to turn up on at least 4 occasions without notifying you. I also note that you have chased this up with us on five separate occasions and that we failed to respond on two of those occasions.

Our Compensation Policy provides discretion to make offers of compensation where our service may have fallen below expected levels. In line with that policy, I would like to apologise for the sub-standard service you have received and make you a discretionary offer of £200 compensation in recognition of your time and trouble in pursuing this matter as well as the distress and inconvenience caused. I would also like to offer you an additional £40 for the missed appointments in line with our Compensation Policy.

Further to the above, Star Homes commits to complete the outstanding repairs to your bathroom within the next six weeks. I have attached a schedule of works outlining the order in which these repairs will be completed, together with the target completion dates.

As a result of your complaint, further staff training has been carried out on record-keeping and staff have been reminded of the importance of maintaining clear, accurate and up to date records. I have also spoken to our contractor about the missed appointments and have reinforced the service levels that we expect from them and the obligation they have to provide a good service to our residents.

I have appointed an experienced supervisor, Jenny Jeans, to oversee the remaining work and make sure it is completed to a good standard within the timeframe in the attached schedule. Jenny will act as your point of contact until the work is completed and can be contacted on 12345 678989 should you have any queries.

This concludes Stage 1 of our internal complaints process. I am sorry that you had cause to complain to Star Homes. I hope that this letter shows that your feedback has been fully considered and I hope that you are satisfied with this response.

If you are dissatisfied with our response, you should reply within *(whatever your policy says)* days explaining why you remain dissatisfied and what you are seeking as an outcome. Your complaint will then be reviewed by the Director of Housing at the next stage of the internal complaint procedure.

Thank you for the time you have taken in bringing your complaint to our attention.

Yours sincerely

Mr Roger Resolution – Job Title