**Submitting a Compliment or Complaint**

You can make a compliment or a complaint in any of the following methods:

* By telephone on 01253 477222
* By email at enquiries@lumenhousing.co.uk
* By letter in writing to Lumen Housing Ltd, 348-350 Lytham Road, Blackpool, FY4 1DW.
* In person at the Lumen Office, 348-350 Lytham Road, Blackpool, FY4 1DW

If you are making a complaint it must be done so using one of the methods above within 3 months of the incident occurring.

**Stages of a Complaint**

A complaint may be about something we are able to resolve straight away or may need to be dealt with by a Manager. We have therefore developed different stages within the complaints process to ensure your complaint is dealt with as quickly and efficiently as possible:

**STAGE 1 -OFFICER/TEAM LEADER**

**Who:** The member of staff who takes the call or the member of staff who fixed the issue.

**Time:** We will look into the complaint and respond within 5 working days.

**Description**: If a customer is complaining about something for the first time and their complaint can be resolved quickly or straight away by a member of the team this is known as a quick fix.

**STAGE 2 – SENIOR OFFICER**

**Description**: If a customer is making a further compliant after issues have not been resolved after the first complaint.

**Who:** Senior Officer responsible for the service area to where the customer is complaining.

**Time:** We will investigate and respond within 5 working days.

**STAGE 3 – MANAGEMENT**

**Who:** The Manager responsible for the service area to where the customer is complaining.

**Time:** The Manager will write to you within 15 working days of receiving the complaint.

**Description**: This stage is for the customer who has complained about something which has not previously been resolved or the complaint is only suitable for a Manager to deal with.

**3. STAGE 3 – DIRECTOR**

**Stage 4 – DIRECTOR**

**Description**: If the complaint is not upheld and you are dissatisfied with the outcome at stage 2 then you can escalate the complaint to stage 3. This will be reviewed by a Lumen Director and respond directly to you.

**Who:** The Director responsible for the service area to where the customer is complaining.

**Time:** The Director will write to you within 20 working days of receiving the customer’s response.

**STAGE 5 – THE HOUSING OMBUDSMAN SERVICE**

If, after 8 weeks of receiving a response from Lumen Housing, you are still unhappy, you can ask The Housing Ombudsman Service to look at your complaint. You can find out more details on how to escalate to The Housing Ombudsman by visiting their website: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

**Contact Details for The Housing Ombudsman Service:**

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

Tel. 0300 111 3000

**Address:**

Exchange Tower

Harbour Exchange Square

London

E14 9GE