



SOUTHWARK GROUP OF TENANTS ORGANISATIONS

COMPLAINTS PROCEDURE

Southwark Group of Tenants Organisations is an organisation run by residents for the benefit of residents living in social housing provided by the London Borough of Southwark.

In Southwark Group of Tenants Organisations we aim to provide the best possible service to our members. Sometimes, things go wrong and your complaint will help us to put things right and improve our service for all our service users. Through our complaints policy, we hope to resolve complaints speedily, effectively and fairly.

How to Make a Complaint to Southwark Group of Tenants Organisations

Making a Complaint

A complaint can be made verbally, by telephone or in person, or in writing, by letter or email. Complaints in writing should be addressed to:

Samuel Koledoye
Southwark Group of Tenants Organisations
Bells Garden Community Centre
19 Buller Close
Peckham
London SE15 8UJ

In most cases we would hope to resolve the problem straight away.

Where we cannot, we will respond to your complaint within 15 working days, setting out your original complaint, what we have done to resolve the problem and where applicable, what we will do in the future to prevent the same thing happening again.

In cases where we may need to take longer than 15 working days to deal with your complaint, we will let you know of progress we are making, by providing you with updates on a two weekly basis. We will still endeavour to make a similar response within fifteen working days but this will not be a complete response to the complaint.

What to Do If You Are Dissatisfied With The Outcome

If you are dissatisfied with the outcome of your original complaint, you can ask to have the original investigation and result inspected. This will be done by the Chair of Southwark Group of Tenants Organisations and a panel of four others made up from the Executive Committee (or Board) of Southwark Group of Tenants Organisations. Please write to the chair at the above address, explaining why you think that the original complaint has not been answered or why you are dissatisfied with the outcome. The panel of volunteers will then investigate the matter again, and will let you know the outcome of this investigation within one calendar month from the date of receipt of the second stage letter.

As Southwark Group of Tenants Organisations is not controlled or governed by the Local Government Ombudsman or the National Council for Voluntary Organisations and is independent of Southwark Council, this panel's decision is final and there is no recourse to any other body.