

TMO's Complaints policy and procedure – stage 1

Gloucester Grove Estate TMO (GGTMO) is committed to providing a high quality service to all of its residents and to treating everyone who comes into contact with the organisation in a fair and reasonable manner.

The TMO acknowledges that mistakes can be made and that TMO members or other persons may on occasion have cause for complaint. It is the TMO's policy that anyone should be able to register a complaint to the TMO in the knowledge that, by doing so, they will not be penalised in any way, and that their complaint will be dealt with swiftly, effectively, and in a serious manner. Any resident, who feels that GGTMO has not provided them with a high quality service, or has not treated them fairly, has the right to instigate the complaints procedure.

Note that this is **stage 1** of a **three stage process** – with stage 2 being a referral to the Council and stage 3 a referral to the Ombudsman.

The Procedure

Step 1: Should you wish to complaint about the service provided by the TMO, you should contact the Housing Office in writing (letter or email – info@gloucestergrovetmo.org) or in person during normal office hours. Give as much information as possible about your complaint to a member of the TMO's operational team so that the complaint can be properly considered.

Complaints about the Estate Manager should be clearly marked for the attention of the TMO's Chair.

Step 2: Your complaint will be acknowledged within five working days by the TMO accompanied by our deadline for providing a response to you.

Step 3: The Estate Manager will investigate and aim to resolve your complaint within 15 working days. The investigation may include interviews and other evidence (such as police, medical, environmental or health records, surveyor reports, referrals to/from the local authority) in order to reach a fair decision on the complaint.

The response letter within 15 working days will include details of what actions (if any) have been carried out.

Step 4: The TMO aims to resolve most issues brought to its attention by residents. In the unfortunate circumstance that you remain dissatisfied with the outcome of the TMO's investigation, you have an opportunity to escalate your complaint to stage 2 of the complaint process. You may do so by writing to:

The principle Complaints Officer,
Performance and Compliance section,
London Borough of Southwark,
160 Tooley Street,
London, SE1.

Alternatively, you may do so through an email to: complaints@southwark.gov.uk

Your appeal will be dealt with in line with the Council's complaints procedure.