

## COMPLAINTS PROCEDURE FOR ALL LODGE PROPERTY SERVICES TENANTS LIVING AT EDDINGTON

Any complaint brought under this procedure will be treated confidentially wherever possible. A third party will be contacted about a complaint only if the tenant making the complaint agrees, but it should be noted that in some cases it may not be possible fully to investigate the complaint without contacting third parties who are involved or affected. Complaints made to third parties or via social media, and therefore not following this procedure, will not be treated as a formal complaint under this procedure.

### Stage 1

1. Any complaint should initially be raised as soon as possible (usually within 5 calendar days of the alleged incident giving rise to the complaint) with Lodge Property Service's Housing Manager, who will endeavour to resolve the matter quickly and informally.
2. Complaints will only be received in writing as follows: Email: [residences@eddington-cambridge.co.uk](mailto:residences@eddington-cambridge.co.uk) or write to the Head of the Accommodation Service, Lodge Property Services, 25 Eddington Avenue, Eddington CB3 1SE.

### Stage 2

3. If the complaint cannot be resolved to the tenant's satisfaction by the Housing Manager, or the tenant considers the complaint too serious to be dealt with informally, an email or letter should be sent by the tenant to the Head of the Accommodation Service acting on behalf of Lodge Property Services, explaining the nature of the complaint and attaching any supporting documentation, including photographs, where appropriate. Email: [residences@eddington-cambridge.co.uk](mailto:residences@eddington-cambridge.co.uk); or write to the Head of the Accommodation Service, Lodge Property Services, 25 Eddington Avenue, Eddington CB3 1SE. Unless there is good reason for the delay, the Head of the Accommodation Service should be contacted not later than 5 calendar days after the event or events giving rise to the complaint.
4. The Head of the Accommodation Service will, in conjunction with an assigned Executive Director from the North West Cambridge Development team, if appropriate, meet the complainant in person to discuss the matter. A full investigation may include more formal meetings with other persons who are involved or affected. The Head of the Accommodation Service will normally respond with a decision in writing within 15 working days from the date the written complaint was received by the Head of the Accommodation Service. If more time is needed to complete the investigation, the tenant will be informed. The Head of the Accommodation Service's response will explain (where appropriate) what action has been taken or is proposed to be taken.

### Stage 3

5. If the tenant is dissatisfied with the decision of Head of Accommodation service, acting in conjunction with the appropriate Executive Director, the tenant may refer the matter to the Lodge Property Services Company Board for review. A referral to the Lodge Property Services Company Board must be made by the tenant in writing to the Head of Corporate Governance for NWCD (contact details will be included in the appeals section of the outcome in section 4 above) within 10 working days from the date when the tenant was informed of the decision by the Head of the Accommodation Service. The Company Board will determine the timing and means by which it will review and respond to the complaint.
6. The review will take place at the next appropriate Company Board meeting. The Company Board will determine whether a separate hearing is required or not. All documentation put before the Company Board conducting the review shall be made available to the tenant and to the Head of the

Accommodation Service. If the Company Board determines that a hearing is to follow, representations may be made in person to which both parties will be invited to attend. The tenant may be represented or accompanied by a friend or colleague. Legal representation is not normally considered appropriate. Other persons who are involved or affected may be invited to attend the hearing, and the tenant, the Head of the Accommodation Service and such other persons attending may be questioned by the Company Board conducting the review. The Chair of the Lodge Property Services Company Board, or his or her delegated alternative, will determine the procedure for the conduct of the hearing.

7. The Company Board conducting the review, will seek to make a decision as soon as possible. The decision will be confirmed in writing to the tenant and to the Head of the Accommodation Service/ Executive Director. Such decision is the final stage of the internal complaints procedure.