

How to make a complaint?

Via Customer Services Team

☎ 0345 60 100 30 | ✉ info@orwell-housing.co.uk | <http://www.myorwell.co.uk> - Customer Portal

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Initial response

If you remain dissatisfied following the initial response, you can request your complaint to be escalated via Orwell's formal complaints procedure.

Initial response

If you are happy with response/action plan, then there will be no further action.

Have you incurred any loss?

Complainant:

Provide any photographic evidence to support your complaint, plus copy of receipts/bills for compensation requests for losses incurred.

Stage 1 complaint

Dealt with by an officer, team leader or local or scheme manager; endeavour to resolve the complaint in 10 WORKING DAYS.

Have you incurred any loss?

Orwell:

Consider all evidence provided to decide if any compensation is payable.

Stage 2 complaint

Dealt with by an operations manager, assistant director or director; endeavour to resolve the complaint in 20 WORKING DAYS.

Housing Ombudsman

www.housing-ombudsman.org.uk/

**Local Government &
Social Care Ombudsman**

www.lgo.org.uk/

