

Complaints Policy (Summary)

Purpose

- This policy explains how the Council manages risks relating to complaints.
- It sets out the responsibilities of the Council, contractors, and residents.

Why this is important

- These issues can cause harm if not properly managed.
- The Council must follow legal safety duties and protect residents.

What the Council does

- Identifies and assesses risks in its housing stock.
- Carries out inspections, testing, and maintenance.
- Uses qualified contractors to complete work safely.
- Keeps records and reviews risks regularly.

Checks and maintenance

- Regular checks are carried out, depending on the type of risk.
- Any problems found are addressed as quickly as possible.

Your responsibilities

- Allow access for inspections, servicing, and repairs.
- Follow any safety advice or guidance provided.

Enforcement and safety

- The Council may take action if safety requirements are not met.
- This may include arranging access or taking legal action if needed.
- The aim is always to keep residents safe.