TURNING POINT

inspired by possibility



This easy read leaflet tells you about how we will manage your Housing complaint.

September 2026



One working day after telling us about your complaint

We will check that you are, or have been, in a landlord/tenant relationship with us (Turning Point).



If you are or have been in a landlord/tenant relationship with us, we will contact you to try to resolve the problem locally and informally with you. If not we will support you to contact the landlord.

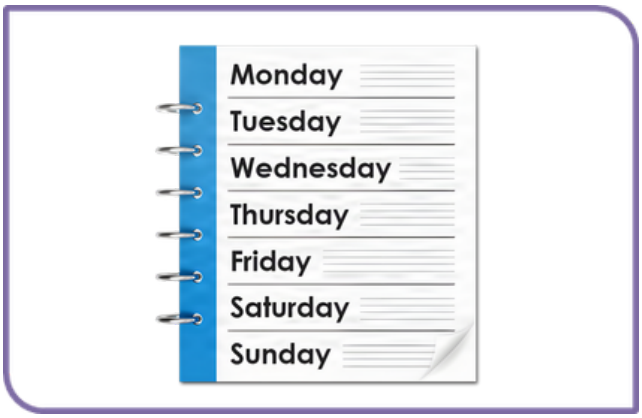


Within five working days of our initial contact

If you tell us you are not satisfied, we will follow our complaint process, and start an investigation.



We will contact you to acknowledge your complaint and let you know who will investigate it.



Within 10 working days of the start of the investigation

We will let you know the outcome of our investigation. We will let you know if it will take longer than 10 working days.



Appeal

If you are unhappy with the outcome, you can appeal.



Within 30 working days of the date of the outcome letter

You can let us know you want to appeal the outcome.



Within five working days of you telling us you want to appeal

We will write to you to tell you the name of the person who will chair the appeal.



Within 20 working days of our letter to you

We will write to you to confirm the outcome of the appeal.



We will let you know if it will take longer than 20 working days. This will be the end of our Housing complaint process.



We may discontinue a complaint if we cannot progress it, unless we agree with you that we will postpone.



If you do not engage in the process after making the initial complaint, and do not respond to any attempts at contact, we will write to tell you that we have discontinued the complaint.



This will be 30 working days after the last contact from you. If you are unhappy with the outcome of the appeal, you may write to the Housing ombudsman.