

Housing Complaints

At TDC we hope that you are happy with the services that our Housing team provide for you, but if you need to make a complaint we would like that process to be as easy for you as possible.

You can make a complaint to us in any of the following ways:

- By filling in our Complaints form, which is available on our website and upon request from any member of staff.
- By raising it with any member of staff.
- By emailing councilhousingcomplaints@tendringdc.gov.uk
- By telephoning 01255 686868 or the direct number of the team you have been dealing with.
- By visiting our reception at Pier Avenue in Clacton, which is open Monday— Wednesday from 10am-1pm.

To ensure the process is dealt with correctly, we will:

- Acknowledge a complaint within five working days and provide a written response within 10 working days for Stage 1 complaints and within 20 working days for Stage 2 complaints.
- If we are unable to respond to you within the correct time frame, we will contact you to explain why this is and we will also give you a date by which you should receive a response. This will not normally exceed a further 10 working days or 20 for a Stage 2 complaint unless there are exceptional circumstances.
- Accept a representative or advocate raising an issue on your behalf, providing you have given consent.
- Always be courteous, helpful and ensure you are treated fairly and with respect.
- Be committed to protecting your personal information in line with the Data Protection and Privacy Rights guidance published on our website.
- Aim to get it right first time.
- Listen and act on customer feedback.
- Listen, show empathy and act quickly when managing your complaint.
- Make sure we complete the job to the specifications we said we would.
- Involve the correct contracts, for example the relevant contractor or staff member who can help with your complaint.
- Follow up your complaint and communicate with you when you expect us to.
- Ensure our complaints process is clear and accessible and that all residents know how to report one.
- Welcome complaints and ensure we use the feedback to continuously improve our services.

OUR SERVICE STANDARD