



Service Standard

Complaints and
access to information

We will:

- Take your complaint by letter, phone, visit to our offices or by email and acknowledge your complaint within five calendar days
- Explain our procedure in Plain English
- Tell you the name of the person dealing with your complaint, their telephone number and when you can expect a response
- Respond to your complaint within 28 calendar days of your enquiry
- Investigate your complaint fully and tell you the outcome
- Carry out a satisfaction survey with all complainants once their complaint has been resolved
- Monitor all complaints by reporting to our Executive Management Team and Waltham Forest Council, to consider what Ascham Homes can learn from each complaint
- Respond to Freedom of Information requests within 20 working days
- Provide access to your tenancy or leasehold file under the Data Protection Act within 40 days. There will be a £10 administration charge
- Ensure your personal details are kept confidential

If you are not satisfied with our response to your complaint, you can complain to the Chief Executive of the Council within 28 calendar days.

The Council will carry out an independent investigation and respond within 35 calendar days.

As part of the response provided by the Council, they will inform you of your right to complain to the Local Government Ombudsman.