Complaints timescale

All complaints must be in writing and should normally be addressed to the Manager at the Co-op office.

If the Manager is the subject of the complaint, the complaint should be addressed to the Chair or Secretary of the Co-op.

Your complaint will be acknowledged within 24 hours or on the next working day if submitted on a non-working day.

The Co-operative will notify you of its conclusion within 10 working days of acknowledging the complaint.

If the Co-op- cannot fully investigate in order to provide a full response within 10 working days, you will be advised at the earliest possible opportunity of the delay itself and of the reasons. The revised date which you will receive a response will be no later than 14 days after you are advised of the delay.

If you are dissatisfied with the response you receive, you may appeal to the Complaints and Disputes Sub-Committee within 28 days from the date on the letter of response. If a meeting is not scheduled to take place within 28 days of the appeal being submitted, a special meeting will be called.

You will be advised of the date of the meeting.

You will receive a response within 10 days of the sub-committee meeting taking place.

If the sub-committee feel as though there is a dispute where mediation is required, you will be advised of this in the response and all parties will be required to participate.

If the sub-committee do not feel as though they are able to fully investigate the complaint, they may refer the complaint to an independent investigating officer who may wish to contact the complainant and any other affected parties. The investigating officer will then provide a report to the sub-committee within six weeks of receiving the referral.

Another sub-committee meeting will then be held to consider the report from the investigating officer. If a meeting is not scheduled to take place within 28 days of the appeal being submitted, a special meeting will be called.

You will be advised of the date of the meeting.

You will receive a response within 10 days of the sub-committee meeting taking place.

If you remain dissatisfied with the response, you may escalate the complaint to the Housing Ombudsman using the following information:

**Complaint form:** Fill in the [**online complaint form**](https://www.housing-ombudsman.org.uk/residents/make-a-complaint/)

**Email:**[**info@housing-ombudsman.org.uk**](mailto:info@housing-ombudsman.org.uk)

**Live chat:**Available via the small icon at the bottom right of your screen

**Phone:**[**0300 111 3000**](https://www.housing-ombudsman.org.uk/contact-us/)

Our phone line opening hours are:

Monday, Tuesday, Wednesday, Friday 9am - 5pm

Thursday 9am - 3.30pm

**Lines are closed for staff training every Thursday from 3.30pm to 5pm.**

Calls are recorded for training and monitoring purposes.

**Write to:**  
Housing Ombudsman Service  
PO Box 1484  
Unit D  
Preston  
PR2 0ET