



**HOUSING OMBUDSMAN**

Information leaflet 2024

**The Wrekin**  
Housing Group

# The Housing Ombudsman Service

## How can they help you?

The Social Housing Act 2023 empowered the Housing Ombudsman to issue a code of practice about procedures landlords (who are members of the scheme) should have in place when considering complaints.

The Housing Ombudsman is an independent, impartial and free service. You can take a complaint to them about Wrekin for them to investigate once you have completed our complaints process and the issues have not been resolved or we are not responding to you.

If you have already raised a complaint with us, the Ombudsman can offer assistance with your complaint and discuss with you what outcomes and actions would put things right for you. If you have not seen Wrekin's complaints policy please get in touch and we will send you a copy or direct you to the website where the policy is, or you can view it here:

[The Wrekin Housing Group Complaints Policy – April 2024](#)

The Ombudsman can also assist with you receiving a response from us, they can contact us to find out if a formal complaint has been logged, they can make sure we understand that you want to make a complaint and ensure that we follow are process.

They can also find out when you can expect to receive our response. If you have received a response from us but you remain dissatisfied with the outcome the Ombudsman can discuss with you your options and help you identify the most appropriate action.

This may be the next stage in our complaints process, unless you have been advised that our process has concluded.

## What can't the Ombudsman help with?

There are some complaints the Ombudsman can't consider for example; if your complaints has been considered by a court. The Ombudsman will tell you as soon as possible if they are unable to consider any element of your complaint. Wherever possible they will sign post you to any organisation that may be able to assist and resolve your dispute.

## What does the Ombudsman do with your complaint?

All complaints are different. Once the ombudsman has had time to consider the individual circumstances of your complaint, they will decide the best way to resolve it.

They may:

- Advise you to contact a different organisation if it is an issue that they are better placed to resolve. In some cases, they may be able to refer the complaint directly to the other organisation if you want them to.
- Help you get a response from us and to progress the matter through our complaints process.
- Work with you and us to resolve the dispute through an agreement.
- Carry out an investigation into the way we have dealt with the initial problem and how we dealt with your complaint. They will assess whether this was fair in all circumstances by looking at all of the evidence.

## How do you contact the Ombudsman?

**Website:** [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

**Telephone:** 0300 111 3000

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

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