



Complaints  
and Significant  
Performance  
Failures

# Complaints and Significant Performance Failures

## Complaint or significant performance failure?

If you are a tenant of a registered social landlord (RSL), such as a housing association or co-operative, or you are a council tenant, and you are unhappy about the services you receive or have concerns about the way your landlord is operating, then you have the right to make a complaint and/or report a significant performance failure.

that your landlord may produce, such as a tenants' handbook.

Generally your landlord should let you know its responsibilities in areas such as:

- » how it will maintain your property;
- » the repairs it will do and how quickly it will do them;

The following information describes the difference between a complaint and a significant performance failure. It lets you know what you should do under each circumstance and tells you who you should report a complaint or a significant performance failure to.

» how it will deal with anti-social behaviour; and  
» its customer care standards and how you should be treated.  
If you feel that your landlord has provided a poor service, delivered a service badly, or failed to provide a service, you have the right to complain.

## When to complain

If you are a tenant of an RSL, or a council, your landlord has certain responsibilities.

## How to complain

These responsibilities are generally set out in your tenancy agreement. They will also be detailed in policies and procedures and other material

Tell your landlord what you want to complain about. Give them the chance to put things right. You can normally complain in person at your landlord's office,

in writing, by phone, by e-mail or by asking someone else to do it on your behalf.

If you are not happy with your landlord's initial response, get a copy of its complaints procedure.