



### **Housing Ombudsman Service**

You can contact the Housing Ombudsman directly any time while a complaint is going through the complaints process for advice. However, they do not investigate complaints before you have completed the complaints process but can take steps to encourage landlords and residents to work together to resolve a complaint.

If you have exhausted the Associations complaints process and are not satisfied with the outcome you can refer the matter to the Housing Ombudsman Service for investigation. Further details of this service can be provided by us and are also available online: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

Fill in the online complaint form.

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

Phone: 0300 111 3000

Phonelines are open Monday to Friday 9am to 5pm.

Lines will be 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

Fax: 020 7831 1942

Please note: The Housing Ombudsman Service strongly encourage customers to use email or the online complaint form rather than sending post to our PO Box address in Preston as there will be delays. Please do not send original documents by post as we are unable to post them back to you. Also note that we will not be able to deal with large bundles of documents by post.

The Ombudsman will want to be sure that you have gone through the complete Complaints Procedure of the Association before investigating your complaint.