

4. If after all this, you are still unhappy, you have two options.

You can either:

- Escalate your complaint to a stage 4 complaint, which means your complaint is heard in person, in front of the Designated Persons Panel. This panel is made up of Tenant Scrutiny members, who have undergone extensive and comprehensive training, and who can hear your complaint and make recommendations on the outcome. All the previous history of your complaint will be considered, along with any evidence provided.
- Take your complaint to the Housing Ombudsman, who will look at all of it, and make a decision. However, if you chose to NOT involve the Designated Persons Panel (Complaints Panel) as above, then the Ombudsman will not consider your case until 8 weeks have passed since the decision from Gavin Jones.

In either of the above, the Ombudsman is still always the final option.

Want to know more?

If this is something that interests you or you'd like to suggest a Housing service area for us to review, then please contact us:

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The Tenant Scrutiny Panel are: Kate Moore (Chair), Phil Matthews (Vice Chair), Ken Stimson, Vivienne Paxton and Ally Batstone

Tenant Scrutiny



Tenant Scrutiny



**Do you need to make a complaint?
Don't know how to go about it?
Here's how...**



Housing

SWINDON
BOROUGH COUNCIL

How to make a complaint:

1. Complain direct to the person responsible by phone, in writing, in person or by email. So, for example, if your complaint is about housing, then your housing officer would be the first person.

These first points of contact can be found at:

www.swindon.gov.uk/myhousingofficer

This complaint has to be acknowledged within 10 working days.

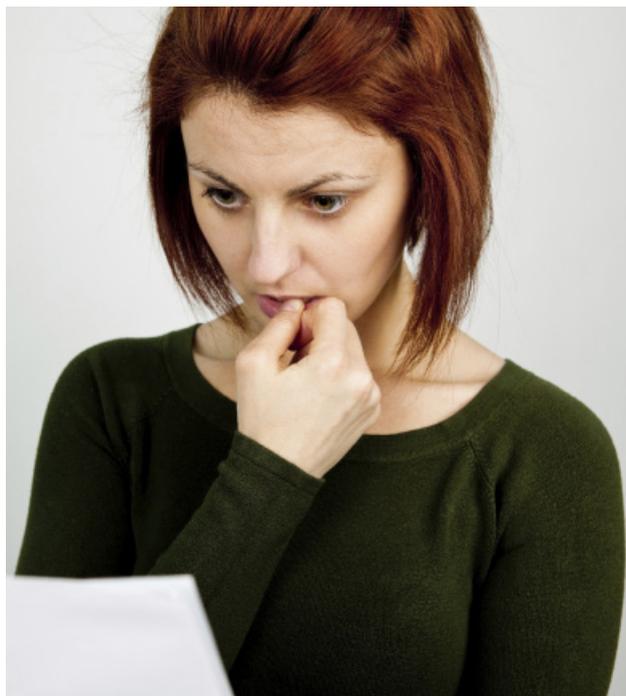
"I wish to make a complaint and suggest ways to improve our services".



2. If you are not happy with the response to the first stage of your complaint, then you can escalate it to a stage 2 complaint to the Service Area Director. So, for example, for a housing complaint, this would be escalated to Mike Ash, Head of Housing.

All Service Area Directors can be found at www.swindon.gov.uk

A response within 10 working days will be made.



3. If you are still dissatisfied, your complaint can then be escalated to a stage 3 complaint.

This means that you take your complaint to the Chief Executive, Gavin Jones, who will look at all aspects of the complaint, the outcome and decisions to date. He will then make a decision whether the complaint is to be upheld or dismissed.

This will happen within 10 working days.

Please continue overleaf for the 4th and final stage.

