



## Complaints Policy Frequently Asked Questions

*To help understand our complaints policy, please find answers to the most commonly asked questions.*

- **Who can make a complaint?**  
Anyone unhappy with the service they received, or a service not provided by Phoenix, or anyone acting on our behalf can make a complaint.
  
- **Do I have to make the complaint in writing?**  
No, you can submit your complaint in any format. A list of some of the formats you may want to use is provided in the policy.
  
- **Are expressions of dissatisfactions treated as formal complaints?**  
No, where applicable and if you agree, we will try to resolve your complaint informally outside of our formal complaints process.
  
- **How many stages does Phoenix's formal complaints process have?**  
There are 2 internal stages for our formal complaints process: Stage 1 and Stage 2.
  
- **Is there a time limit for me to make my complaint?**  
Yes, complaints should be made within 6 months of the event you wish to complain about occurring. This time period may be extended if the matter relates to a health and safety issue or if there are valid reasons as to why the complaint could not have been made earlier.
  
- **Who will investigate my complaint?**  
Stage 1 complaints will be responded to by a service manager.  
Stage 2 complaints will be responded to by a director.
  
- **Are there things I cannot complain about under the policy?**  
Yes, there are some issues that are exempt, and a list is provided in the policy. If your complaint is exempt, we will inform you and advise how your concern will be handled.

➤ **Who can I discuss my complaint with?**

At stage 1, you can discuss your complaint with the service manager it has been assigned to  
At stage 2, you can discuss your complaint with the director it has been assigned to. You can also discuss your complaint at anytime with the Housing Ombudsman Service. The contact details for the House Ombudsman Service are provided in the policy.