ReSI Homes

How we handle your complaint

Tell us what happened
Online • email • telephone • letter

→

Complaint received
Acknowledged within 5 working days

→

Stage 1 investigation
We gather information and keep you informed

→

Stage 1 response
Formal response within 10 working days. If we need more time, we will explain why, agree a revised response date and continue to keep you updated

→

Satisfied?

YES → **Case closed**

NO → **Stage 2 review**
independent review by someone not involved at Stage 1

→

Stage 2 response
Response within 20 working days

→

Has the complaint been resolved?

YES → **Case closed**

NO → **Housing Ombudsman**
Independent • free • impartial

ONE COMPLAINT. ONE OWNER.

ReSI Homes manages your complaint from start to finish. Property managers and contractors may provide information or take action, but ReSI Homes remains responsible for the response and updates.

1 What you can expect

- Clear acknowledgement
- Regular updates
- A named complaint owner
- A clear response and outcome

2 What ReSI Homes does

- Owns and logs the complaint
- Investigates and coordinates evidence
- Issues Stage 1 and Stage 2 responses
- Tracks learning and improvements

3 How partners support

- Provide records and evidence
- Help investigate service issues
- Complete agreed corrective actions
- Report progress back to ReSI Homes

Need additional support? Alternative formats • communication preferences • reasonable adjustments • representative support