

Complaints Service

We're here to listen

At New Park Village TMC, we want all our services to meet your needs and be delivered to a high standard. If something goes wrong, we want to know so we can put it right quickly and learn from it.

Complaints, Compliments or Feedback – your voice helps us improve the services we provide.

What counts as a complaint?

A complaint is:

“Any expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the TMC or its contractors.”

You do not need to use the word “complaint” if you are unhappy, just tell us.

What is NOT a complaint?

Some things are handled differently, such as

- Request for a service (for example, reporting a repair or checking the progress of an existing repair).
- Anti-social behaviour reports (unless you are complaining about how it was handled).
- Issues outside the TMC's control (e.g. council-related services).
- Anonymous complaints where we cannot contact you.
- Legal/insurance matters
- Complaints over 12 months old

Our two-stage complaints process

Stage 1 – First Response

- Your complaint is acknowledged
- It's investigated by the Manager or Chief Officer
- You'll receive a full written response within 10 working days
- Your response will explain the decision, actions, next steps, and your right to escalate

Stage 2 – Complaint Appeal Panel

If you are still unhappy, you can request a Stage 2 Review

- A panel of at least three people will hear your complaint
- You may bring a friend, advocate or representative
- The Panel will be held within 15 working days.

Still not satisfied? You can contact the **Housing Ombudsman** at any time, including during our process:

 www.housing-ombudsman.org.uk

 0300 111 3000

 info@housing-ombudsman.org.uk

 PO Box 1484, unit D, Preston, PR2 0ET

Equality, Fairness and Respect

We treat everyone fairly and understand that some tenants may need additional support.

We will always consider disabilities, health conditions, vulnerabilities, Communication needs and reasonable adjustments.

How to report a complaint to New Park Village TMC

 By telephone: 01902 552670 (Monday to Friday 9:00am – 4:30pm)

 In person: New Park Village TMC, Ellerton House, Ellerton Walk, Wolverhampton, WV10 0UG.

Our office opening times are between 9:00am to 1:00pm Mondays, Tuesdays, Wednesdays and Fridays

 By email: newparkvillage2@wolverhampton.gov.uk

 Via our website: www.npv.org.uk

 By post: New Park Village TMC, Ellerton House, Ellerton Walk
Wolverhampton, WV10 0UG

If you need this leaflet in another format or language, please contact the TMC.

