



Complaints Policy

August 2026

Introduction

At Wimbledon Park Co-operative, we are committed to providing a good service to our residents. We recognise that sometimes things go wrong and, when they do, we want to know about it so that we can put matters right and learn from the experience.

We welcome feedback, compliments and complaints. Complaints help us identify where services can be improved and ensure residents are treated fairly and consistently.

The Estate Manager is responsible for handling and investigating complaints at Stage 1. If a complaint concerns the Estate Manager, the complaint will be referred to the Chair.

Our staff and Committee members will receive appropriate training and guidance to ensure complaints are handled fairly, consistently and in accordance with the Housing Ombudsman's Complaint Handling Code.

If a resident remains dissatisfied following a Stage 1 response, a Stage 2 review will be carried out by Wandsworth Council.

Wimbledon Park Co-operative works closely with Wandsworth Council and regularly reviews complaint outcomes to identify learning opportunities and improve services for residents.

Regulatory Framework

Wimbledon Park Co-operative follows the Housing Ombudsman's Complaint Handling Code and operates a two-stage complaints process.

We will accept complaints made in person, by telephone, email, letter, or through other communication channels such as online messaging services where appropriate.

The Housing Ombudsman defines a complaint as:

"An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents."

Further information about the Complaint Handling Code can be found on the Housing Ombudsman's website:

<https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/>

Our complaints process consists of:

Stage 1

A complaint will be investigated by Wimbledon Park Co-operative and a written response provided.

Stage 2

If the resident remains dissatisfied, the complaint can be escalated for an independent review by Wandsworth Council.

If the resident remains dissatisfied after Stage 2, they may refer the matter to the Housing Ombudsman Service.

1. What is a Complaint?

A complaint is an expression of dissatisfaction about the way Wimbledon Park Co-operative has provided a service, made a decision, communicated with a resident, or failed to take action where action was expected.

A complaint may include concerns that:

- We have done something that should not have been done.
- We have failed to do something that should have been done.
- The standard of service received was not acceptable.
- There has been an unreasonable delay.
- A mistake has been made.
- Incorrect or misleading information has been provided.
- A member of staff, contractor or representative has behaved inappropriately.
- A contractor acting on our behalf has provided a poor service.

Residents do not need to use the word "complaint" for a complaint to be recognised. If a resident tells us they are unhappy with a service, decision or action, we will consider whether the matter should be handled through the complaints process.

Residents have the right to raise concerns and have them considered under this policy where appropriate.

We will also accept complaints made by an authorised representative, such as a family member, support worker, advocate, solicitor or advice agency.

Complaints should normally be made within 12 months of the issue occurring, or within 12 months of the resident becoming aware of the issue. However, we will consider complaints outside this period where there is a good reason to do so.

2. What We Cannot Deal With Through This Complaints Process

Some matters have their own appeal, review or legal process and cannot be dealt with through this complaints procedure. These include:

- Housing Benefit disputes.
- Council Tax disputes.
- First-time requests for repairs or services (known as service requests).
- Requests for information, including Freedom of Information and Subject Access Requests.
- Data protection complaints, which can be referred to the Information Commissioner's Office.
- Comments made through surveys, unless they are clearly intended to be a complaint.
- Complaints that have already completed both stages of the complaints process.
- Matters that are currently subject to legal proceedings.
- Certain leasehold disputes that fall within the jurisdiction of the First-tier Tribunal.
- Matters that are currently being investigated, or have already been investigated, by the Housing Ombudsman Service.

If we decide that a matter cannot be dealt with through our complaints process, we will explain why. Where possible, we will direct you to the appropriate organisation or procedure.

You can contact the Housing Ombudsman at any stage for advice about your complaint.

3. Service Requests

Not every contact with Wimbledon Park Co-operative is a complaint.

Many residents contact us to report a problem or request a service. Examples include:

- Reporting a repair.
- Reporting a faulty communal light.
- Reporting a block cleaning issue.
- Reporting an estate management issue.

These are known as **service requests**.

A service request is:

"A request for a service, repair or information that is being made for the first time."

Where possible, we will try to resolve service requests quickly without the need for a complaint.

However, if you are unhappy with how your service request has been dealt with, or if there has been an unreasonable delay or failure to act, you can make a complaint.

Making a complaint will not prevent us from continuing to deal with the underlying service issue.

4. Making a Complaint

How to make a complaint

You can make a complaint in any of the following ways:

Online:

<https://www.wimbledonparkco-op.org.uk/>

Email:

manager@wimbledonpark.org

By post:

Wimbledon Park Co-operative
2 Fernwood
London SW19 6LR

By telephone:

0208 780 9980

Monday to Friday, 10:00am to 4:00pm (excluding public holidays)

In person:

At the Co-operative office during opening hours.

You can also ask someone to act on your behalf, such as:

- A family member.
- A friend.
- A support worker.
- A solicitor.
- An advice agency.

We may ask for your permission before discussing matters with a representative.

To help us investigate your complaint, please tell us:

- Who you are.
- What has happened.
- Why you are dissatisfied.
- What outcome you are seeking.

If we need any additional information, we will contact you.

Support and Accessibility

We are committed to making our complaints process accessible to everyone.

If you need assistance making a complaint or understanding our responses, please let us know. We will consider reasonable adjustments, including:

- Translation services.
- Interpreters.
- Alternative formats such as large print or audio.
- Additional support for residents with disabilities or other communication needs.

We ask all residents and representatives to treat staff respectfully throughout the complaints process.

Recording Complaints

We keep records of all complaints received and how they have been handled. This helps us to:

- investigate complaints fairly and consistently;

- monitor our performance;
- identify service improvements; and
- comply with the Housing Ombudsman's Complaint Handling Code.

As part of our management arrangements, complaint information may be shared with Wandsworth Council where necessary to support complaint investigations, Stage 2 reviews, performance monitoring, or compliance with regulatory requirements.

Any information published about complaints will be anonymised and will not identify individual residents.

We handle personal information in accordance with data protection legislation and our Privacy Notice and Data Protection Policy.

<https://www.wimbledonparkco-op.org.uk/data-protection-gdpr-policy/>

Where required, complaint information may also be shared with the Housing Ombudsman Service, the Local Government & Social Care Ombudsman, or other relevant statutory bodies.

5. Our Complaints Process

Stage 1

Acknowledgement

We will acknowledge your complaint within **five working days** of receiving it.

Our acknowledgement will confirm:

- Our understanding of the complaint.
- The issues we will investigate.
- The outcome you are seeking.
- Who will be investigating the complaint.

If we are not responsible for part of the complaint, we will explain this as early as possible.

Investigation and Response

A manager from Wimbledon Park Co-operative will investigate your complaint and review any relevant information and evidence.

We will normally send a written response within **10 working days** of acknowledging the complaint.

Our response will:

- Summarise the complaint.
- Explain what we have investigated.
- Set out our findings.
- State whether the complaint has been upheld, partially upheld, or not upheld.
- Explain any action we intend to take.
- Explain how you can request a Stage 2 review if you remain dissatisfied.

If we are unable to respond within 10 working days, we may extend the timescale where necessary. If this happens, we will explain why and tell you when you can expect a response.

Stage 2

If you remain dissatisfied with our Stage 1 response, you can ask for a Stage 2 review.

You do not need to provide a detailed reason for requesting a review, although it can be helpful for us to understand why you remain dissatisfied.

The request will be referred to Wandsworth Council for independent review.

Acknowledgement

Wandsworth Council will acknowledge the Stage 2 complaint within **five working days**.

Review and Response

A senior officer who was not involved in the Stage 1 response will review the complaint.

The Council will normally provide a written Stage 2 response within **20 working days** of acknowledgement.

The response will:

- Consider the complaint in full.
- Review how the complaint was handled at Stage 1.
- Confirm the final decision.
- Explain any action to be taken.
- Provide information about the Housing Ombudsman Service.

Where additional time is required, the Council will keep the resident informed and explain the reasons for the delay.

Stage 2 is the final stage of our complaints process.

Housing Ombudsman Service

If you remain dissatisfied after receiving a Stage 2 response, you may refer your complaint to the Housing Ombudsman Service.

The Housing Ombudsman is independent, impartial and free to use.

The Ombudsman investigates complaints about housing management and complaint handling by social landlords and can make recommendations and orders where appropriate.

Residents may contact the Housing Ombudsman at any stage for advice and guidance.

Website: <https://www.housing-ombudsman.org.uk/>

6. Accessibility

Wimbledon Park Co-operative is committed to ensuring that all residents can access and use the complaints process.

Reasonable adjustments will be considered for any resident who requires additional support.

If you need assistance, please let us know when making your complaint.

7. Publication of this Policy

This Complaints Policy is available:

- At the Co-operative office.
- On our website: <https://www.wimbledonparkco-op.org.uk/>
- On request in alternative formats where reasonably required.

We will review this policy regularly to ensure it remains up to date and compliant with the Housing Ombudsman's Complaint Handling Code.

8. Housing Ombudsman Service

The Housing Ombudsman can consider complaints about:

- Repairs and maintenance.
- Estate management services.
- Anti-social behaviour.
- Complaint handling.
- Tenancy and leasehold management.
- Service charges and rent matters.

- Housing management decisions.

Residents do not need to wait until the end of the complaints process before contacting the Ombudsman for advice.

Further information is available at:

<https://www.housing-ombudsman.org.uk/>