

Complaints Policy

Watling Gardens TMO aims to provide residents with the best services possible. However, services can always be improved and sometimes we can get things wrong. That is why we want your comments and complaints.

If you have a complaint about a particular service or the way you have been treated you should speak to a staff member. If there has been a problem, the TMO will try and sort it out straight away. You can:

- Visit the office
- Ask for a member of staff to visit you in your home
- Call us on 020 8208 9005
- Fax us on 020 8208 9006

We will try to resolve the concern within 48 hours although some issues may be complex and require more time.

Formal Complaint Step One

The first step is to complain to the TMO Manager Alternatively the complaint can be made to the Chair of the TMO if you feel this is more appropriate. You can use the complaint form available from the TMO Office, or you can send us a letter or email. The TMO will tell you that they have received your complaint within 5 working days. You will normally receive a full written reply within 15 working days of making your complaint. This may include a review by the TMO's Board of Management

If I am not happy with the reply what can I do next?

Step Two

You can contact Brent Council;

By email: housingmanagement@brent.gov.uk
By Phone: 0208 937 2400
By letter to: Brent Housing Management
Complaints
Brent Council
Brent Civic Centre,
Engineers Way,
Wembley, HA9 0FJ

The Brent Council Complaint Team will let you know that they have received your complaint within 5 working days. The investigation should be completed and the written reply received within 20 working days. The written reply shall contain information regarding your right to request a final review if you remain dissatisfied.

If I am still not happy, what can I do next?

Step Three

You can contact the Local Government Ombudsman who will consider your complaint. The Ombudsman is an independent person who investigates complaints about local councils. You can complain directly to the Housing Ombudsman at any time.

They will usually consider your complaint after it has been looked at under our complaints procedure.

By letter: Housing Ombudsman Service,
81 Aldwych, London WC2B 4HN

By Phone: 0300 111 3000

Can I get help from my MP or Councillor?

Yes, your local MP or Councillor may be able to help you make a complaint. You can get their name and address from a Library or Brent Council One Stop Shop. Or you can phone Brent Council's Committee Services:
0208 937 1366.

You can also get independent advice from:

- Brent Community Law Centre Advice Line: 0208 451 1126
- Willesden Citizens Advice Bureau: 0208 438 1249