



Making a complaint

We make every effort to get things right, but there may be times when our services do not meet your expectations, and we get things wrong.

When we do get things wrong, our priority is to put things right as quickly and as quickly as possible. But if we fail to do this, you have the right to make a complaint through our formal process.

How to make a complaint

To make a complaint:

- phone us on 020 8607 7777
- write to us (or visit our office) at: Karibu Community Homes, Unit 3, 8 Kew Bridge, Brentford TW8 0FJ
- complete the form on our website at: www.Karibu.org.uk
- email us at: info@karibu.org.uk, or • message us through your My Karibu app.

Our complaints process

Our complaints process has two stages, aimed at helping us to resolve things as quickly as possible.

Pre-Issue Engagement with Complainants

Before issuing a formal complaint outcome letter, Karibu Community Homes will make reasonable efforts to contact the complainant to discuss the findings of the investigation. The purpose of this engagement is to:

- Ensure the complainant has a clear and fair understanding of the proposed outcome.
- Provide an opportunity to clarify any aspects of the investigation before the final response is issued.
- Promote transparency, consistency, and predictable outcomes within the complaints process.



CONTACT US

If you have further questions, please contact us.

📱 **Use your My Karibu app**

☎ **Phone:** 020 8607 7777

✉ **Email:** info@karibu.org.uk

🌐 **Visit our website:** www.karibu.org.uk

✍ **Write:** Karibu Community Homes, Unit 3, 8 Kew Bridge, Brentford TW8 0FJ

We are also on social media at:

● **X/Twitter:** @karibuhomes ● **LinkedIn:** Karibu Community Homes

● **Facebook/Instagram:** @karibuhomes



- Support early agreement and resolution wherever possible.

This approach is designed to enhance the complainant's experience, reduce the likelihood of misunderstandings, and uphold the principles of fairness and effective communication throughout the complaint's procedure.

Stage one

We will confirm that we have received your complaint within five working days.

We will investigate and send you a full response within 10 working days, with an option to extend for a further 10 working days if we need more time to investigate.

If things take longer still, we will try to agree timings with you. If you are not able to agree, or you are unhappy with our plan to resolve your complaint, you have 30 days to opt to move to stage two of our process.

Stage two

At stage two, we will refer your complaint to a relevant senior manager. They will look at the options and respond within 20 working days.

If we need more time, we will write to explain why and extend for a further 20 working days. After that, any extension will need to have your agreement.

If you think we are taking too long, not handling your complaint correctly, or you are unhappy with our response, you have the right to take your complaint to the independent Housing Ombudsman.

Housing Ombudsman Service

The Housing Ombudsman Service can offer advice while you are completing our complaints process – especially if there are any delays. You can also appeal to the Ombudsman if you are not satisfied with our final response.

They recommend you contact them by:

- using the complaint form at: www.housing-ombudsman.org.uk/residents/make-a-complaint, or



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- emailing: info@housing-ombudsman.org.uk However, you can also opt to:
- phone: 0300 111 3000 (9am to 5pm on Monday, Tuesday, Wednesday, Friday and 9am to 3.30pm on Thursday), or
- write to: Housing Ombudsman Service, PO Box 1484, Unit D, Preston PR2 0ET – but expect delays and do not send them original documents, as they cannot return them.

How we monitor this service standard

We aim to learn from all our complaints about what went wrong, so that we can do better in future.

We publish our complaints performance quarterly and annually and provide examples of what has changed as the result of the feedback you have given us and the ways we resolved individual complaints.

Translation

Please ask us if you would like us to translate this document. We will do all we can to meet your request.



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