

## **TMO Complaints Procedure**

### **4.4. Stage 2 target**

The target time for responding to a Stage 2 complaint has been changed from ten days to fifteen days to bring it in line with the borough's complaints process.

### **4.5. Standard criteria for escalation where customers remain dissatisfied**

After a complaint has been considered at Stage 1, complainants may request an escalation to Stage 2 and then to Stage 3. The review recommends that the complainant must provide reasons why they are not satisfied with the Stage 1 or Stage 2 response.

The Head of Service may also refuse if the complaint has already been upheld and all issues have been resolved or there is an agreed planned completion date. If the complainant is requesting a Stage 3 Panel solely because they are dissatisfied with the level of compensation offered, an Executive Director will be asked to undertake a review.

These recommendations are suggested so that complainants do not spend time continuing through the KCTMO process when a decision has been made on the facts available.

Where a decision is made not to investigate a complaint at Stage 2 or Stage 3, the complainant will be advised that he or she may ask for the complaint to be considered by the Housing Ombudsman. (\*From 1 April 2013 the Housing Ombudsman can only consider complaints that have been referred by a 'designated person' (MP, councillor or recognised tenant panel), or by the tenant themselves if 8 weeks have passed from the completion of the landlord's internal complaints process).