

# How do I Make a Complaint?



## We want to hear from you!

The TMO always aims to provide the best possible service to tenants and leaseholders in the Royal Borough of Kensington & Chelsea. Sometimes though, we get it wrong and when we do we want to know. Telling us is the best way to make sure we provide a better service in the future.

And remember, it's **free** to complain – there's no need to use a stamp!

## How can I complain?

You can make a complaint in a variety of ways:

- **By completing this form and posting it back to us** (no need to use a stamp)
- **By telephone:** 0800 137 111
- **By logging onto our website:** [www.kctmo.org.uk/complaints](http://www.kctmo.org.uk/complaints)
- **By email:** [complaints@kctmo.org.uk](mailto:complaints@kctmo.org.uk)

For translation, Braille or Large Print please ring 020 7605 6346.

Pour recevoir toute traduction, documentation rédigée en braille ou en gros caractères, veuillez téléphoner au 020 7605 6346.

Para obter informações traduzidas, em Braille ou em letras grandes, ligue para o número 020 7605 6346

Turjumaad , far Indhoole ama Daabacaad weyn fadlan wac 020 7605 6346.

Para recibir esta información en otro idioma, en braille o en letra grande, llame al 020 7605 6346.

অনুবাদ, ব্রেইল বা বড় ছাপার  
জন্য দয়া করে ফোন করুন  
020 7605 6346 এ নাম্বারে

للحصول على نسخة مترجمة، طريقة  
بريل أو بحروف كبيرة من فضلك  
اتصل بتليفون 02076056346

برای دریافت ترجمه، حروف برجسته  
و حروف درشت لطفاً با تلفن  
020 7605 6346 تماس بگیرید.

# The Complaints Procedure

## Step One – Informal complaint

If a problem arises, please contact us on our freephone number: 0800 137 111. Hopefully we will be able to rectify the problem. If we are unable to help you immediately, we will get back to you within ten working days.

You should keep a record of any telephone conversations, names, dates, and letters in case you want to take the complaint further.

If you are dissatisfied with the response you receive, or if you have waited for more than ten working days, please contact the Customer Relations Team.

## Step Two - Formal Complaint

If you are dissatisfied with the response to your informal complaint, or if we have taken longer than ten working days to respond without an explanation, you can make a formal complaint.

Formal complaints are responded to by a team manager and we aim to respond within ten working days, although for more complex cases we might need a little longer. If we do, we will let you know.

## Step Three - Appeal

If you are dissatisfied with the response to your formal complaint, you can make an appeal.

Appeals are made to the Customer Relations Team in writing or by email.

Appeals are dealt with by the Customer Relations Manager and the relevant Director, and they are responded to within 15 working days.

When making an appeal, you should outline the problem, why you feel our response is not good enough and what you think we should do to put this right.

The appeal ends the complaints procedure within the TMO. In certain cases the TMO may offer a mediation or arbitration service.

If you are dissatisfied with the response to your appeal you may contact the Local Government Ombudsman. This is an independent organisation which monitors the actions of Local Government and ensures that your complaint has been dealt with properly. Their contact details are:

Local Government Ombudsman  
10th Floor, Millbank Tower  
LONDON SW1P 4QP

Website: [www.lgo.org.uk](http://www.lgo.org.uk)  
Telephone: 020 7217 4620

The TMO has a responsibility to consider the Ombudsman's recommendations and act appropriately.

## How will I know you are dealing with my complaint?

All written complaints are acknowledged within two working days. The acknowledgment will provide you with a time frame for a response and a contact name in the Customer Relations Team.

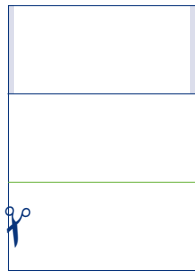
## Lancaster West Residents

The residents of Lancaster West have a separate complaints system under the Estate Management Board (EMB). Please contact the EMB for details of this procedure.

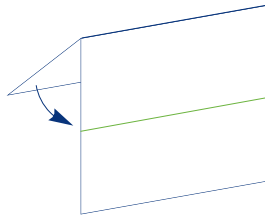
The Estate Office, Ground Floor, Grenfell Tower, Lancaster West Estate Office LONDON W11 1TQ  
Freephone: 0800 614 660



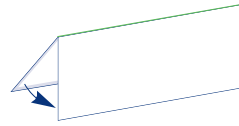
### Making your envelope



1. Tear out page and moisten edges on gummed top third



2. Fold along blue line, gummed side facing outwards



3. Fold along green line, gummed side adhering to back of address panel

BUSINESS REPLY SERVICE  
Licence No RLYX-BEZH-CLYB



Customer Relations Team  
Kensington and Chelsea TMO  
Charles House  
375 Kensington High Street  
London W14 8QH