



Client Guide - How to Complain (Supported Housing)

How to complain - a guide for QVT Supported Housing clients

We want to hear from you. If something hasn't gone the way it should, telling us helps us put it right and improve our service for everyone.

What is a complaint?

A complaint is any time you're unhappy with the service you've received from QVT, or with something a member of staff has done (or not done). You don't need to use the word "complaint" – if you tell us you're unhappy, we'll treat it as one.

If you're simply asking us to fix or arrange something for the first time (like a repair), that's a service request, not a complaint – we aim to deal with these within 10 working days. If we don't sort it out properly, you can then make a complaint about that.

If you tell us you're unhappy through a survey, feedback form, or any other way of sharing your views, we'll follow up with you and let you know how to make a formal complaint if you'd like to.

Who can complain?

- You, if you currently live in QVT supported housing
- You, if you're on the waiting list for QVT housing
- You, for up to 12 months after you've left QVT housing
- A family member, friend, advocate, or anyone you've asked to complain on your behalf

How to make a complaint

You can make a complaint in whatever way is easiest for you:

- Speak to any member of staff
- Talk to your Housing Manager
- Phone, email, or write to us
- Ask a family member, friend, or advocate to raise it for you

If you tell us in person, ask for it to be written down so there's a record.

What happens next – our two-step process

Step 1: We look into it

- **Within 5 working days:** we'll write to confirm we've received your complaint, who's dealing with it, and what we understand the problem to be – so you can tell us if we've got it wrong.
- **Within 10 working days:** we'll give you our answer in writing – what we found, what we're going to do about it, and by when.
- **If we need more time:** we'll tell you why before the deadline, give you a new date (no more than another 10 working days), and we'll give you a brief update at least every 5 working days while we're still looking into it.

Step 2: If you're still not happy

You can ask for a review **within 20 working days** of our Step 1 answer. A senior manager who wasn't involved the first time will look at it again, and where possible will speak with you directly.

- **Within 5 working days:** we'll confirm we've received your request for a review.
- **Within 20 working days:** we'll give you our final answer in writing.
- **If we need more time:** same as above – we'll explain why, give you a new date, and give you the Housing Ombudsman's contact details.

Still not happy? The Housing Ombudsman Service

If you're still unhappy after Step 2, or if we haven't kept to these timescales, you can ask the Housing Ombudsman Service to look at your complaint. This is free, and we will never discourage you from doing this.

Housing Ombudsman Service

PO Box 152, Liverpool L33 7WQ

Telephone: 0300 111 3000

Online: housing-ombudsman.org.uk/contact-us

Email: info@housing-ombudsman.org.uk

How to contact us

You can make a complaint in whatever way suits you best:

Telephone: 0208 778 4546

Email: complaints@qvt.org.uk

Online: <https://qvt.org.uk/>

Post: 92 Brownhill Road, London, SE6 2EW

Anonymous complaints

You can make an anonymous complaint and it will be handled in the same way as a named complaint. If you give us your contact details we can keep you updated, but you do not have to.

What we won't accept

We may not be able to look into a complaint if:

- It's already been fully looked into and answered
- It's about a legal, insurance, or disciplinary matter being dealt with separately
- It's about someone else or a different organisation
- It happened more than 12 months ago and we don't think we can investigate it fairly any more

If we can't look into your complaint, we'll always tell you why in writing – and you can still ask the Housing Ombudsman to look at our decision.

Your right to complain is always protected

Making a complaint will never be held against you. We will not take any tenancy action, including eviction, because you've made a complaint – even if we don't agree with how it was raised. If we ever need to limit how often or in what way we communicate with you because of how a complaint is being pursued, we'll always explain why in writing, and this will not affect your right to go to the Housing Ombudsman.

Compliments and suggestions

We'd also love to hear when things go well, or if you have ideas for how we could do better. You can share these through your Key Worker, at house meetings, in a suggestion box, or at a client forum.

Version: July 2026. This guide is available on request in large print, easy-read, audio, or another language. Contact us using the details above and we'll arrange it for you.

Need this in a different format?

Want the full policy?

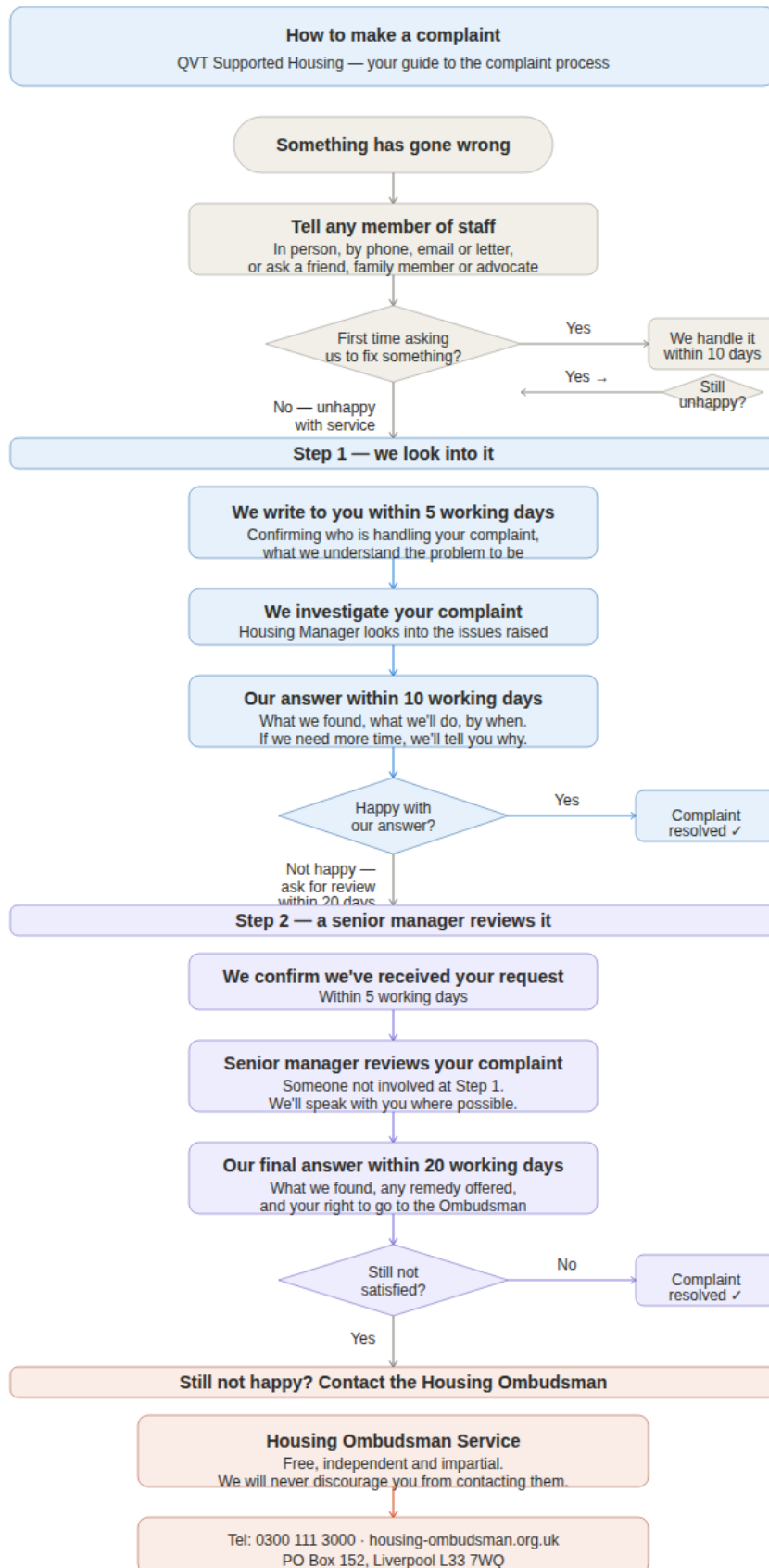
This guide is a summary. Our full Complaints Policy is available from your Housing Manager, on request, or on our website.

Who is the Member Responsible for Complaints?

QVT's Member Responsible for Complaints is the Chair of the Board of Trustees. If you have concerns about how your complaint has been handled at a governing body level, you can contact the Chair via QVT's head office at 92 Brownhill Road, London, SE6 2EW or by email at complaints@qvt.org.uk.

How to make a complaint — at a glance

QVT Supported Housing



You can also contact the Ombudsman for free advice at any point during the process.