



# COMPLAINTS PROCEDURE

Complaint received

**STAGE 1:** Receipt of complaint acknowledged in writing within 3 working days and matter forwarded to relevant officer for investigation.

Complaint investigated. Complainant informed of outcome in writing within 10 working days.

**Complainant satisfied.  
Complaint closed.**

**Complainant not satisfied. Informs Lincs Rural in writing within 10 working days of date of Stage 1 letter.**

**STAGE 2:** Complaint passed to Chief Executive & Secretary who will consider and inform complainant in writing of his decision within 10 working days.

**Complainant satisfied.  
Complaint closed.**

**Complainant not satisfied. Informs Lincs Rural in writing within 10 working days of date of Stage 2 letter.**

**STAGE 3:** Complainant submits evidence to Chief Executive who forwards to a Board Panel within 10 working days of receipt of the Stage 3 request from the complainant.

The complainant is invited to attend the Panel hearing, or alternatively the Chief Executive informs complainant of decision in writing within 10 working days of hearing.

**Complainant satisfied.  
Complaint closed.**

**Complainant not satisfied. May take complaint to a 'Designated Person' for independent review. A recommendation may be made for the complaint to proceed to the Housing Ombudsman.**