

ISHA Complaints policy – Plain language

This is a short and easy version of [our full complaints policy](#).

What is a complaint?

A complaint is when you are **unhappy** about something, like:

- A service we did or didn't provide
- Something a staff member or contractor did or didn't do

You can complain even if you don't use the word "**complaint**."

Who can complain?

- Anyone who lives in an **ISHA home**
- Anyone who uses our **services**
- Someone can complain **for you** if you ask them to.
(This could be a family member, support worker, or friend.)

How to complain

You can tell us you are unhappy in different ways:

- **Phone:** 0300 131 7300
- **Email:** isha@isha.co.uk
- **Website:** www.isha.co.uk
- **Post or visit:**
ISHA, 102 Blackstock Road,
London N4 2DR

We can help if you need support to complain.

What happens when you complain?

Stage 1 – First look

- We will let you know we have your complaint within **5 working days**.
- We will try to answer your complaint within **10 working days**.
- If we need more time, we will tell you.

Stage 2 – Final look

- If you are still not happy, ask us to look again.
 - A different person will check your complaint.
 - You will get an answer in **20 working days**.
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Still unhappy?

You can contact the **Housing Ombudsman**.

They are independent and will look at your complaint.

- **Phone:** 0300 111 3000
 - **Website:** www.housing-ombudsman.org.uk
 - **Email:** info@housing-ombudsman.org.uk
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Need support?

We will:

- Help you complain
 - Make reasonable adjustments if needed
 - Let someone speak for you (with your permission)
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