



Complaints Procedure

Velour Housing Ltd | 07526 602376 | enquiry@velourhousing.co.uk

Website draft - proposed response targets

Prepared for review by Velour Housing. The 2 / 10 / 20 working-day targets below follow the supplied website screenshots and differ from the reference organisation's PDF. Confirm these targets before adopting this procedure as company policy.

We want to hear from you

Residents, relatives, advocates, referral agencies and neighbours can raise concerns. Speak to staff, call or WhatsApp 07526 602376, or email enquiry@velourhousing.co.uk. A representative may help, with consent where needed. We can discuss communication adjustments.

1. Acknowledgement

We aim to log and acknowledge your complaint within 2 working days, explain who will handle it and how to contact them.

2. Investigation and first response

An appropriate manager considers the information fairly and, where possible, independently of the issue. We aim to send a written stage 1 response within 10 working days of acknowledgement, explaining our findings, actions and how to request a review.

3. Review

If you remain unhappy, ask for a stage 2 review and explain why. A senior manager or director reviews the matter afresh. We aim to respond within 20 working days of acknowledging the review request.

4. Keeping you informed

If more time is needed, we explain why and agree or communicate a revised response date. We keep you updated in your preferred way and track agreed actions to completion.

5. Taking a complaint further

If the matter remains unresolved, we explain appropriate independent advice and escalation routes for your housing and support arrangements. These may involve the relevant landlord, council or ombudsman where their remit applies.

Fairness, confidentiality and learning

A complaint made in good faith will not lead to unfair treatment or reduced support. We handle information carefully, act promptly on safeguarding concerns and use complaints to improve our service.