



Vectis  
Housing

**How  
to  
Complain**

**In the event of a Tenant or another party wishing to make a formal complaint, the following procedure is to be followed:**

- 1. The complaint should be made firstly to the Housing Manager or Property Manager who will endeavour to resolve the problem. For the avoidance of misunderstanding, and to protect the Officers from any misinterpretation of the nature of the complaint, all such representations should be made in writing. These will be summarised in a Complaints Book. Such initial correspondence will be acknowledged within five working days of receipt.**
  
- 2. If the matter is not resolved to the satisfaction of the complainant within twenty working days, a formal complaint form will be issued for the complainant to complete and return. This matter will be referred for further consideration by the Housing Management Committee, at it's next meeting, who will instruct the Officers accordingly.**
  
- 3. If this fails, the complainant can write formally to the Board of Management direct, provided the complaint has been taken through the preceding stages. The Board will consider the matter at it's next meeting.**
  
- 4. Provided procedures 1 to 3 above have been completed, and the complainant remains of the view that the issue has not been resolved satisfactorily; the complaint may be referred ultimately to the Independent Housing Ombudsman Service by direct communication from the complainant.**
  
- 5. Complainants are advised that further help may be available to them from the Isle of Wight Law Centre and the Citizens Advice Bureau, although such advice will not be binding on the Association unless on a matter of law.**

**Details of these organisations are listed below.**

**Isle of Wight Law Centre, Exchange House, St. Cross Lane,  
Newport, Isle of Wight, PO30 5BZ  
Tel: 524715**

**Citizens Advice Bureau, Exchange House, St. Cross Lane,  
Newport, Isle of Wight, PO30 5BZ  
Tel: 522611**

**Independent Housing Ombudsman Service, Norman House, 105 – 109  
Strand,  
London, WC2R 0AA  
Tel: 020 7836 3630.**