

## EARLY RESOLUTION

This fact sheet is aimed at residents with complaints that have:

- completed the landlord's complaints procedure and part or all of the complaint is still unresolved, and
- either eight weeks have passed or the complaint has been referred by a designated person.

### What happens next?

We will check that your case is one we can consider and, if it is, we will offer you the opportunity to try to resolve it through our early resolution process.

### What is the early resolution process?

Early resolution is an alternative process to formal investigation.

We will work with you and your landlord to help resolve the dispute as fairly and quickly as we can.

We will look at what has already been agreed between you and your landlord to resolve the complaint and the issues that are still outstanding. We will use our experience of resolving complaints to explore the possible options and make suggestions if we believe there is a way to resolve the complaint.

If you and your landlord agree on how to resolve the complaint we will set out the terms in an Ombudsman's determination and ensure that any agreed actions are carried out.

### What do I need to do?

We will contact you to discuss the options and request any information necessary.

### How long will it take?

The aim is to speed up the process for resolving your complaint. We will try to help you reach agreement with your landlord within two months through our early resolution process.

### What happens if my complaint isn't resolved through this process?

If your complaint is not resolved following our early resolution process, it will be investigated under our formal investigation process. This is a longer, more complex process but we are aiming to complete 95% of cases within 12 months.