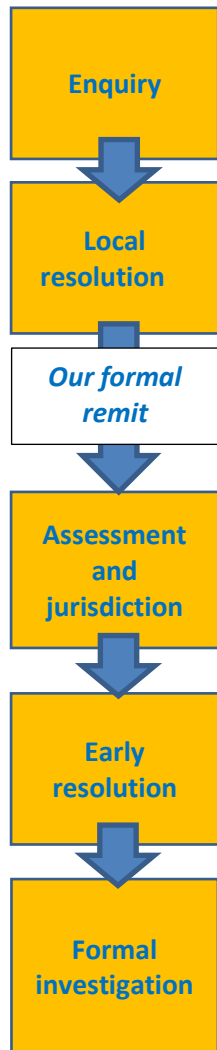


## Our Dispute Resolution process



- An **enquiry** is a request for information, assistance or advice where no formal complaint has been made to the landlord. We may provide information about our service, signpost to other organisations as appropriate or give advice on making a complaint.
- Once a complaint has been made to one of our member landlords we support **local resolution** between the complainant and landlord. Our role at this stage is to empower landlords and residents, giving them the tools to resolve complaints themselves within the landlord's procedure.

*When a complaint has completed the landlord's complaints procedure it moves into our formal remit once the designated persons requirements are met or eight weeks have passed.*

- We **assess** whether the complaint is within our **jurisdiction**, and how we will handle the case.
- We offer an **early resolution** process working with complainants and landlords to try to agree positive solutions within a time limited procedure.
- If a complaint cannot be resolved earlier then it will go forward for **formal investigation**.