

Housing Ombudsman Service



We can help if you live in social housing and have a problem complaining to your landlord.

Our statutory Complaint Handling Code sets out how a landlord must respond to a complaint, including timescales.



We are free, fair, and impartial and can make orders to landlords to put things right.

You can bring a complaint to us via our helpful online complaint form at **www.housing-ombudsman.org.uk/online-complaint-form/**



If you cannot use our online complaint form, call **0300 111 3000** or write to us at:
**Housing Ombudsman Service, PO Box 1484,
Preston, PR2 0ET**

