

# Complaints

## If things go wrong

Leathermarket CBS is a resident-led organisation committed to building new, Council-rent homes in the Leathermarket area for JMB residents in housing need. We value your feedback, and if you have had a good experience or have ideas about how we can do better please let us know. If something does go wrong, report the problem to our team as quickly as possible as we can often quickly put right simple mistakes and misunderstandings.

## Formal complaints procedure

If your concerns have not been dealt with well enough, you can make a formal complaint to the CBS in writing. Email your complaint to: [admin@leathermarketcbs.org.uk](mailto:admin@leathermarketcbs.org.uk) with the subject 'Complaint'.

Alternatively, you can post your complaint to **Complaints, Leathermarket CBS, 26 Leathermarket Street, London, SE1 3HN**

Set out the facts of your complaint and what you would like us to do to remedy the problem. The emphasis is on responding to the complaint and learning more general lessons.

The CBS will reply to your complaint within 15 working days. If we are unable to give you a full answer at this point, we will tell you how much longer is required.

## The process for formal complaints

If we are unable to resolve your issue informally, the CBS operates a three stage complaints process.

### Stage one – CBS manager

A relevant CBS manager will review the complaint and the action that has been taken to date. The aim is to notify the complainant of the decision and the reason for the decision within fifteen working days. If the matter is complex the manager may request additional time to respond. If the complainant is not satisfied with the response they can request a stage two review within ten working days of receiving the decision.

### **Stage two – Programme Director**

The CBS Programme Director will consider the action taken to date. The aim is to notify the complainant of the decision and the reason for the decision within twenty working days. If the matter is complex the Programme Director may request additional time to investigate. If the complainant is not satisfied with the response, they can request a stage three review within ten working days of receiving the decision.

### **Stage three – appeal to CBS directors**

Two CBS directors, with no involvement in the complaint to date, will consider the complaint and the action taken to resolve the complaint. The complainant has the opportunity to explain their complaint in person and may be accompanied by another person of their choice. The complainant will be notified of the decision and the reason for the decision within twenty five working days of moving to this stage. If the matter is complex the directors may request additional time to investigate.

### **Planning Process**

If you have concerns or complaints about the CBS's development proposals and corresponding consultations, you will always have an opportunity to express your views after a planning application has been submitted as part of the Southwark Planning Division's formal consultation process.

You can visit the Southwark Planning Register at

<https://www.southwark.gov.uk/planning-and-building-control/planning-applications/planning-register-search-for-view-and-comment-on-planning-applications>.

Once the CBS has submitted development proposals to the Council for planning permission, you can view and comment on the planning application via the online Planning Register. Consultee comments are considered by Planners and the Council's Planning Committee in making their decision about the scheme.

### **Local Government Ombudsman**

A complainant can ask the Local Government Ombudsman to consider the complaint. The Ombudsman will expect the complaint to be substantial and for the CBS's complaints procedure to have been exhausted before s/he will consider investigating.

*This page last updated 2 Nov 2021*