

Ways of logging a complaint

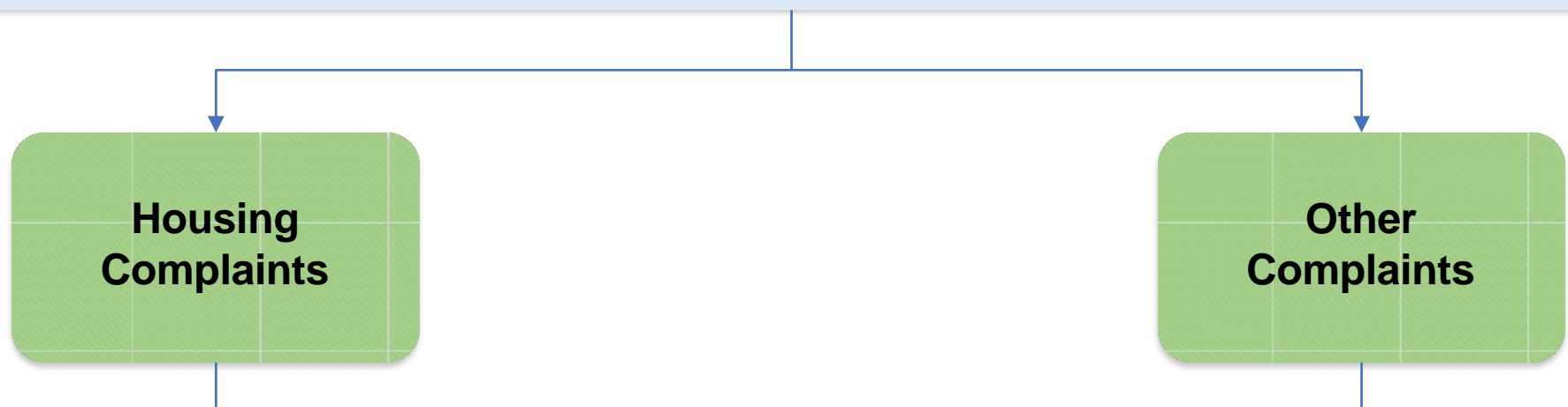
Online using MySandwellPortal: <https://my.sandwell.gov.uk/>

Email: customer_services@sandwell.gov.uk

Phone: 0121 569 7867

Write in: Customer Feedback Team. Sandwell Council, Roway Lane, Oldbury, B69 3ES

When you register a complaint we will where possible attempt to resolve it as soon as we receive it. If that is not possible then it will move to the formal Stage 1 complaints process.



Stage 1- Investigation

- Your complaint will be acknowledged within 5 working days
- The service area will respond to your complaint within 10 working days
- If more time is needed you will be contacted to agree a new deadline

Stage 2- Review

- If you are unhappy with the outcome of Stage 1, you can ask for it to be reviewed
- You will need to tell us the reason why you are unhappy with the response
- Your Stage 2 request will be acknowledged within 5 working days
- The complaint will be reviewed by a senior officer who will respond within 20 working days
- If more time if needed you will be contacted to agree a new deadline.

Ombudsman

- If you are unhappy with the outcome of the Stage 2 then you can contact the appropriate Ombudsman

**Local Government & Social
Care Ombudsmen**

The Housing Ombudsmen