

This resident summary gives you information about our appeals panel, the final stage in our complaints procedure. It applies to all rented and leasehold residents.

What is the Appeals Panel?

The Appeals Panel is the final stage in our complaints procedure. If you remain unhappy after Stage 2 of our procedure then you have the right to ask for your complaint to be reviewed by the Appeals Panel.

If you are managed by Southern Housing Group (including James Butcher Housing Association and South Wight Housing Association) then the Appeals Panel is normally made up of an independent and resident member of the appropriate Board Committee, together with the relevant Director (unless the complaint relates to that person).

In some cases we might decide that a is not the best way to move the complaint forward and the review at Appeal stage will be done differently, for example by sending papers to you and Panel members involved and helping their discussion. This could be by telephone or email, or at a meeting when you or the manager responsible for the earlier decision are not there. In this case, you would be able to write to Panel.

What will the Panel do?

The Panel will review the decisions made at the previous stage of the complaints procedure. They will look to see if we have done what we said we would do if we have previously agreed any actions with you and make sure that all our policies and procedures were followed fairly and appropriately. They will also consider what further action could be taken to resolve the complaint.

What you need to do

When requesting that your complaint is escalated to the Appeals Panel you need to make clear what you want the panel members to consider and what outcome you would like to see in order to resolve your complaint.

Attending the hearing

If you would like to attend the hearing, then just let us know. We will do everything possible to make sure it is held in a location convenient to you. You can also bring a friend, family member or other representative with you, for example, a member of a tenants association. If you do not wish to attend the hearing, then it is important for you to tell us why you are unhappy with how your complaint was dealt with and what action you would like us to take.

Whether you attend the hearing or not you can also send us any additional information that you wish the Panel to consider.

Appeals panel

Resident Summary

How long will it take?

Our aim is to resolve the complaint as quickly and effectively as possible. Once you have asked for your complaint to be moved to the Appeals Panel stage, the Panel will aim to meet within 20 working days. If this is not possible, we will contact you to let you know.

We will also give you at least 5 working days notice of the hearing and provide you with copies of all the information relevant to your case.

You cannot add new issues to the Appeal after a date has been set, you should let us know if there are any further issues before the meeting. We will send you written confirmation of the Appeals Panel's decision within 10 working days of the hearing.

Further information

If you would like any more information on this or on our complaints procedure, please contact our Service Centre.

Contact us

If you live anywhere in the UK except the Isle of Wight, phone us on **0300 303 1771**

If you live on the Isle of Wight, phone us on **0300 303 1772**

All residents

Service Centre opening hours
8am to 8pm, Monday to Friday

Email us at
service.centre@shgroup.org.uk

Write to us at **Service Centre,**
Southern Housing Group,
PO Box 643, Horsham RH12 1XJ

Visit our website at
www.shgroup.org.uk

For help with translations, or if a large type, Braille or audio summary would be useful, please contact the Service Centre.

Arabic

لمساعدتك في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 0300 303 1771.

Bengali

অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।

French

Si vous souhaitez recevoir de l'aide avec vos traductions, appelez le 0300 303 1771.

Somali

Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga telefoonka 0300 303 1771.

Spanish

Si necesita que le ayudemos con alguna traducción, llámenos al 0300 303 1771.

Turkish

Tercüme konusunda yardım için 0300 303 1683 'den Hizmet Merkezi'ni arayın.