

Designated Person and Housing Ombudsman Service

From 1st April 2013, the Localism Act introduced a new way of dealing with complaints once you have come to the end of your landlord's internal complaints procedure.

This has been called the “designated person” stage. This means that after Wythenshawe Community Housing Group's (WCHG) internal procedure has been completed you can go to:

- **A recognised tenants' panel**
- **Any Councillor in the Wythenshawe area**
- **Any Member of Parliament (MP)**



This new filter has been introduced to work with you to try and get your complaint sorted out quicker and at a more local level.

The designated person can either:

- Help you work with your landlord to resolve your complaint
- Refer your complaint straight away to the Housing Ombudsman Service (HOS)
- Decide not to support your complaint (If this happens you can go straight to the Housing Ombudsman Service (HOS))

Alternatively you can wait eight weeks and refer the complaint yourself to the Housing Ombudsman without going through the filter.

How to access your local tenants' panel

Tenants' panels need to be registered with the Housing Ombudsman Service and you can find details about any tenants' panels in your area by checking the Housing Ombudsman Service website: www.housing-ombudsman.org.uk

How to access your local Councillor

You can find details of your local councillor at www.manchester.gov.uk or www.writetothem.com

How to access a Member Of Parliament (MP)

You can contact any MP to consider your complaint and you can find out further information on your local MP at www.findyourmp.parliament

Involvement Team: **0161 946 6315**

Email: getinvolved@wchg.org.uk

Housing Ombudsman Service
81 Aldwych, London, WC2B 4HN
Tel: 0300 111 3000

Email: info@housing-ombudsman.org.uk
Website: www.housing-ombudsman.org.uk