



Making a complaint to the Housing Ombudsman

1. You can approach the Housing Ombudsman (HO) in two ways:
 - a) You can ask for your complaint to be referred to him *now* by a designated person. A designated person for this borough is either:
 - Any Member of the House of Commons (MP), or
 - A member (councillor) of the local housing authority for the district in which the property concerned is located.
 - b) You can complain directly to him, in writing, *eight weeks* after the date of this letter: you do not need to go via the designated person. The contact details for the Housing Ombudsman Service are:

Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN

Telephone: 0300 111 3000

Fax: 020 7831 1942

Email: info@housing-ombudsman.org.uk

The role of the designated person

2. The Chair of Lewisham Council's Housing Select Committee is recognised as the designated person in Lewisham. You must give the designated person your permission in writing for the referral.
3. The designated person is authorised to respond to your complaint as follows:
 - They can send it straight away to the HO, letting you know
 - They can liaise with the relevant departments, taking into account all the information available on your complaint, to try to resolve your complaint locally.
4. The designated person can be contacted by either writing to:

Designated Person
FREEPOST
London Borough of Lewisham
Lewisham Town Hall
Rushey Green
London
SE6 4RU

or emailing: designated.person@lewisham.gov.uk

5. Finally, you can find more information about making a complaint to the Housing Ombudsman on Lewisham Council's website:
<http://www.lewisham.gov.uk/myservices/housing/social/Pages/Social-housing-complaints.aspx>