



# London Borough of Newham's complaints policy



This is an EasyRead version of:  
Corporate Complaints Policy  
April 2025

# What is in this policy



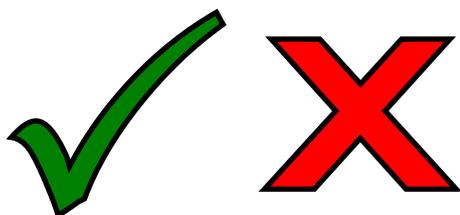
What this is about

1



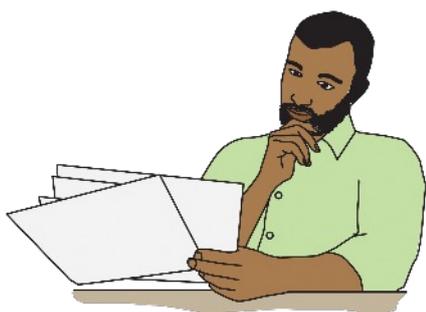
What is a complaint?

3



What we can and cannot do

8



How we look into your complaint

9



Getting in touch with the ombudsman

14



Giving money to say sorry

17

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Learning from complaints

18

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If you are complaining all the time or bad behaviour

20

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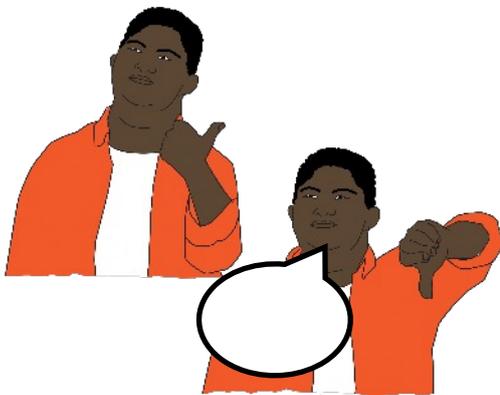
# What this is about



We are the London Borough of Newham.



We want to make it easy for everyone to get in touch with us and get it right first time.



We want to give a good service. If we do not give a good service we want you to tell us.



We can then learn from our mistakes and sort things out or stop it from happening again.



If you complain to us:

- We will let you know we have got your complaint.



- We will try and sort things out as quickly as we can, hopefully in the first stage.



This policy is about how we deal with complaints.

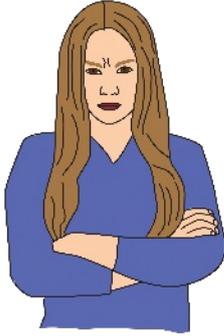


This policy does not cover complaints about laws or legal issues, or complaints from those who get help from adult and children's social care.



The policy for these complaints is on our website.

# What is a complaint?

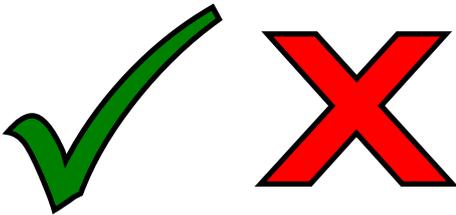


## A complaint

A complaint is when you tell us you are not happy about:



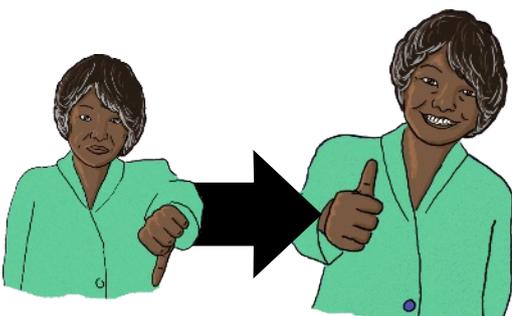
- a service



- something we have or have not done



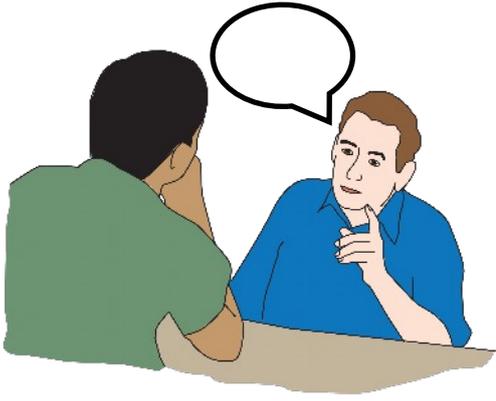
- a member of staff.



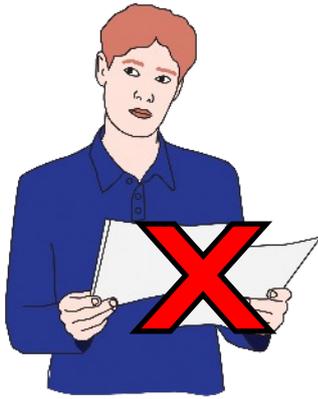
A complaint gives us the chance to put things right.

## What is not a complaint

We do not call or record it as a complaint if you:



- have not told the service you are not happy



- the service has not had the chance to reply or sort things out.

## A service request

A service request is when you ask the Council to do something. This could be to:



- give or make a service better



- fix a problem



- think again about a decision.



If you have made a service request and we do not give a service, it would then go through our complaints process.



## **Who can make a complaint?**

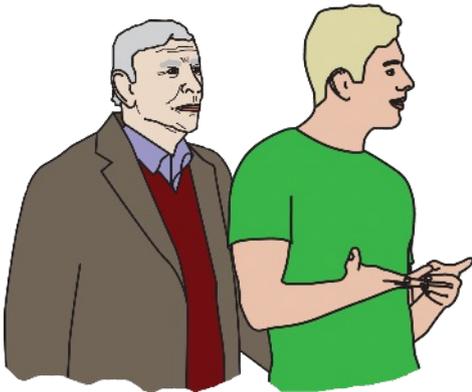
Anyone using council services can make a complaint.



You can make a complaint for someone else.

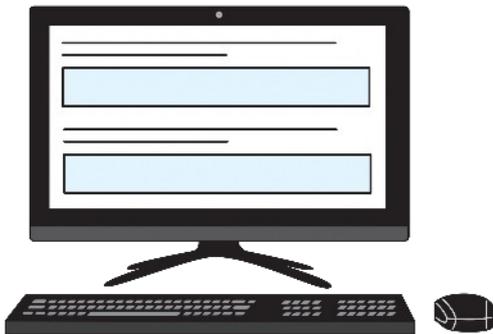


If you are making a complaint for someone else they must have said it is ok.



You can get someone else to make a complaint for you.

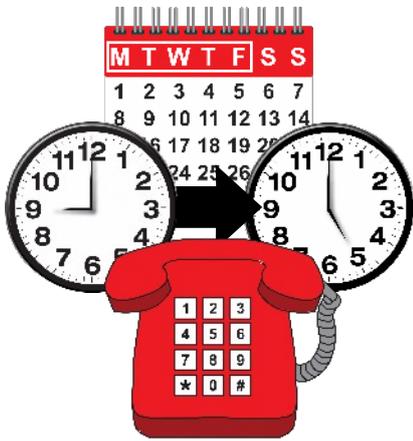
## How to make a complaint



Online form:  
[my.newham.gov.uk/corporatecomplaint/?process=cc](https://my.newham.gov.uk/corporatecomplaint/?process=cc)



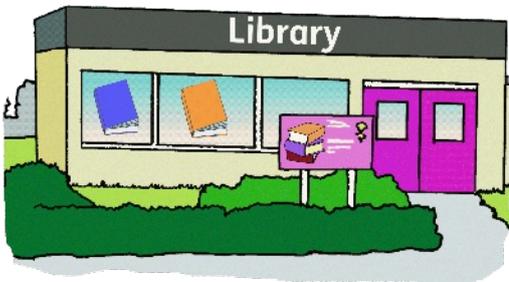
Post:  
**Corporate Resolution Team,  
London Borough of Newham,  
PO Box 71568,  
London, E6 9LQ.**



Phone: **020 8433 2000**  
Monday-Friday 9am to 5pm



If you need help with speaking English please call **020 3373 4000** or email: **[languageshop@newham.gov.uk](mailto:languageshop@newham.gov.uk)**

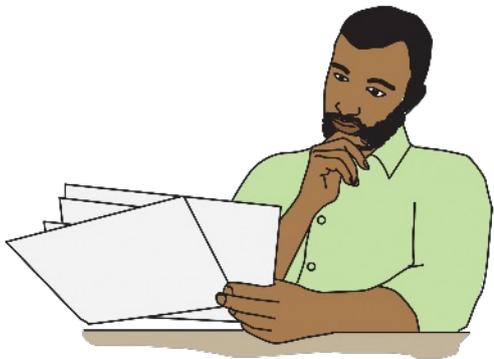


In a library.

# What we can and cannot do



We will not look at your complaint if there are legal issues and it is a matter for court.



We can only look at complaints that are covered by the Local Government and Social Care Ombudsman and Housing Ombudsman.



If your complaint is about a member of staff we will look into it but anything we say must follow the Data Protection Act and General Data Protection Regulations.

# How we look into your complaint



## Before you make a complaint

Before you make a complaint it is best to get in touch with the service to let them know about your issue.

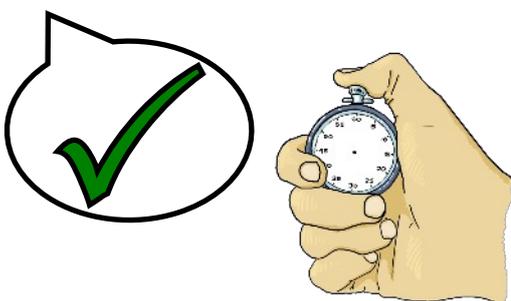


It might be something that can be sorted out quickly and you do not need to make a complaint.

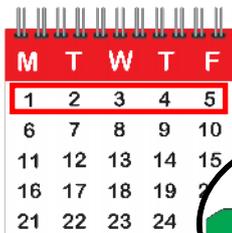


## Stage 1

We think most complaints can and should be sorted out at Stage 1.



Most people want a quick answer to an easy issue.



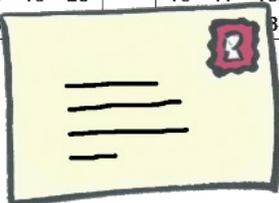
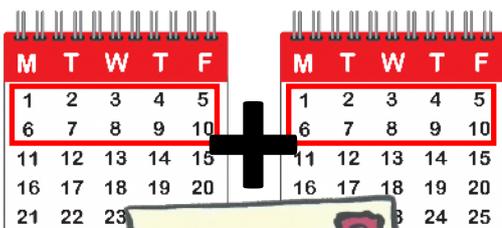
At Stage 1 we will tell you that we have got your complaint within 5 days.



We will give you a reply within 10 working days after we have told you we have got your complaint.



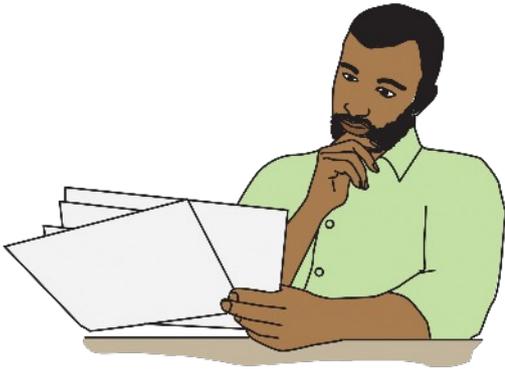
Our reply will tell you what we plan to do.



Sometimes we need longer, if you agree we will take an extra 10 days to reply to your complaint.



If you are not happy with our reply at Stage 1 you can raise it to a Stage 2 complaint.

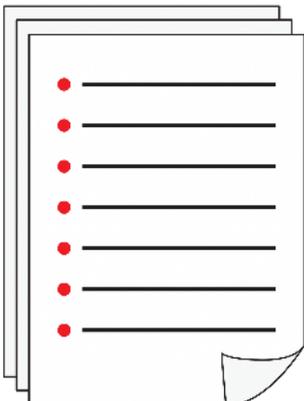


## Stage 2

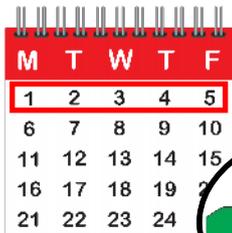
If you are not happy with our reply at Stage 1 you can ask for us to look at your complaint again.



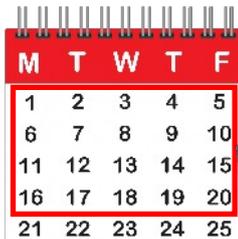
Someone else will look at our reply.



They will look at any new information and think about if our reply was fair.



At Stage 2 we will tell you we have got your complaint within 5 days.



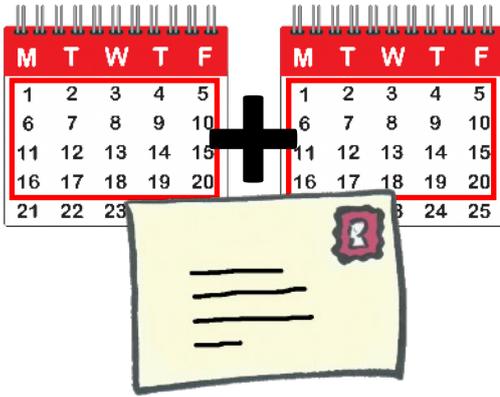
We will give you a reply within 20 working days after we have told you we have got your complaint.



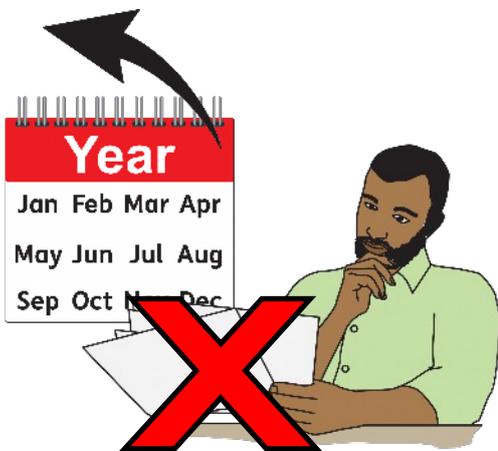
Our reply will also tell you what else you may wish to do.



If you are not happy with our reply you can go to the Ombudsman.



Sometimes we need longer, if you agree we will take an extra 20 days to reply to your complaint.



## When to make a complaint

We cannot look at complaints for things that happened over one year ago.

# Getting in touch with the ombudsman



## Your rights

If you are not happy with our reply at Stage 2 you can get in touch with the Local Government and Social Care or Housing Ombudsman.



We have to do what they say.



The Ombudsman will only look into a complaint if you have complained to us first.

## The Local Government and Social Care Ombudsman



The Local Government and Social Care Ombudsman looks into complaints when you are not happy with our Stage 2 reply.



It is free to use.



## The Housing Ombudsman

The Housing Ombudsman looks into complaints and sorts out complaints about social housing.



It cannot advise on short-term or private housing issues.



## The Ombudsman's rules

The ombudsman have rules about how they deal with complaints.



They have rules about how best councils can deal with complaints.



They make sure we follow these rules.

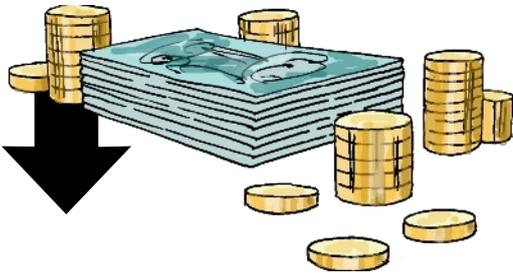


For more information go to the Local Government and Social Care Ombudsman and Housing Ombudsman websites.

# Giving money to say sorry



We may give you money to say sorry when we have done things wrong.

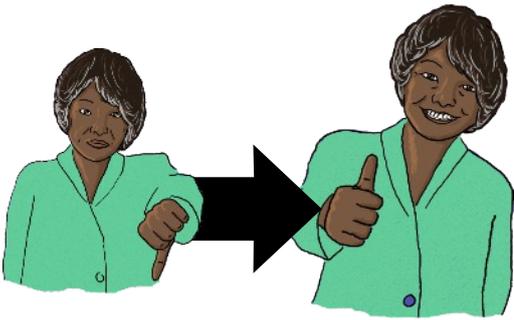


It will not be a lot of money.



It will follow the Ombudsman's rules.

# Learning from complaints



We see complaints as a chance to put things right.



We learn from complaints to stop the same thing happening again.



This makes things better for everyone.



After we reply to the complaint, we make sure we do what we say we will do.



Every year we write a report showing what we have done.

# If you are complaining all the time or bad behaviour



We will do our best to sort your complaint.



We may have to follow our rules in dealing with you if:

- you are complaining all the time



- complaining about things that do not matter



- you are rude or have bad behaviour.



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