

Housing Ombudsman Service



We can help if you live in social housing and have a problem complaining to your landlord.

Our statutory Complaint Handling Code sets out how a landlord must respond to a complaint, including timescales.



We are free, fair, and impartial and can make orders to landlords to put things right.

To contact us you can use our online webform at www.housing-ombudsman.org.uk or send an email to info@housing-ombudsman.org.uk



You can call **0300 111 3000** or write to us at:
Housing Ombudsman Service,
PO Box 1484, Preston, PR2 0ET