

## Ways of logging a complaint

**Online using MySandwellPortal:** <https://my.sandwell.gov.uk/>

**Email:** [customer\\_services@sandwell.gov.uk](mailto:customer_services@sandwell.gov.uk)

**Phone:** 0121 569 7867

**Write in:** Customer Feedback Team. Sandwell Council, Roway Lane, Oldbury, B69 3ES

When you register a complaint we will where possible attempt to resolve it as soon as we receive it. If that is not possible then it will move to the formal Stage 1 complaints process.

**Housing  
Complaints**

**Other  
Complaints**

### Stage 1- Investigation

- Your complaint will be acknowledged within 3 working days
- The service area will respond to your complaint within 10 working days
- If more time is needed you will be contacted to agree a new deadline

### Stage 2- Review

- If you are unhappy with the outcome of Stage 1, you can ask for it to be reviewed
- You will need to tell us the reason why you are unhappy with the response
- Your Stage 2 request will be acknowledged within 3 working days
- The complaint will be reviewed by a senior officer who will respond within 20 working days
- If more time if needed you will be contacted to agree a new deadline.

### Ombudsman

- If you are unhappy with the outcome of the Stage 2 then you can contact the appropriate Ombudsman

**Local Government & Social  
Care Ombudsmen**

**The Housing Ombudsmen**