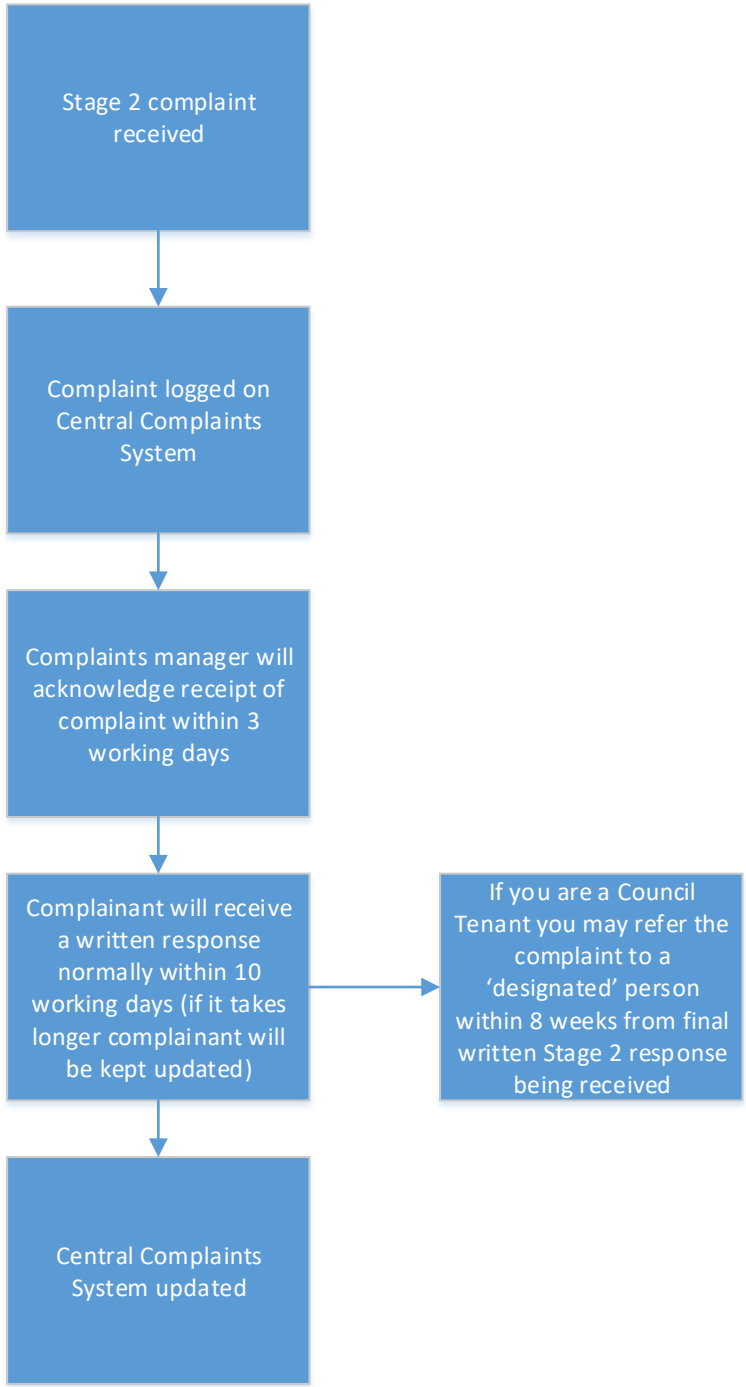
Stage 2 complaint received
Complaint logged on Central Complaints System
Complaints manager will acknowledge receipt of complaint within 3 working days
Complainant will receive a written response normally within 10 working days (if it takes longer complainant will be kept updated)
If you are a Council Tenant you may refer the complaint to a 'designated' person within 8 weeks from final written Stage 2 response being received
Central Complaints System updated