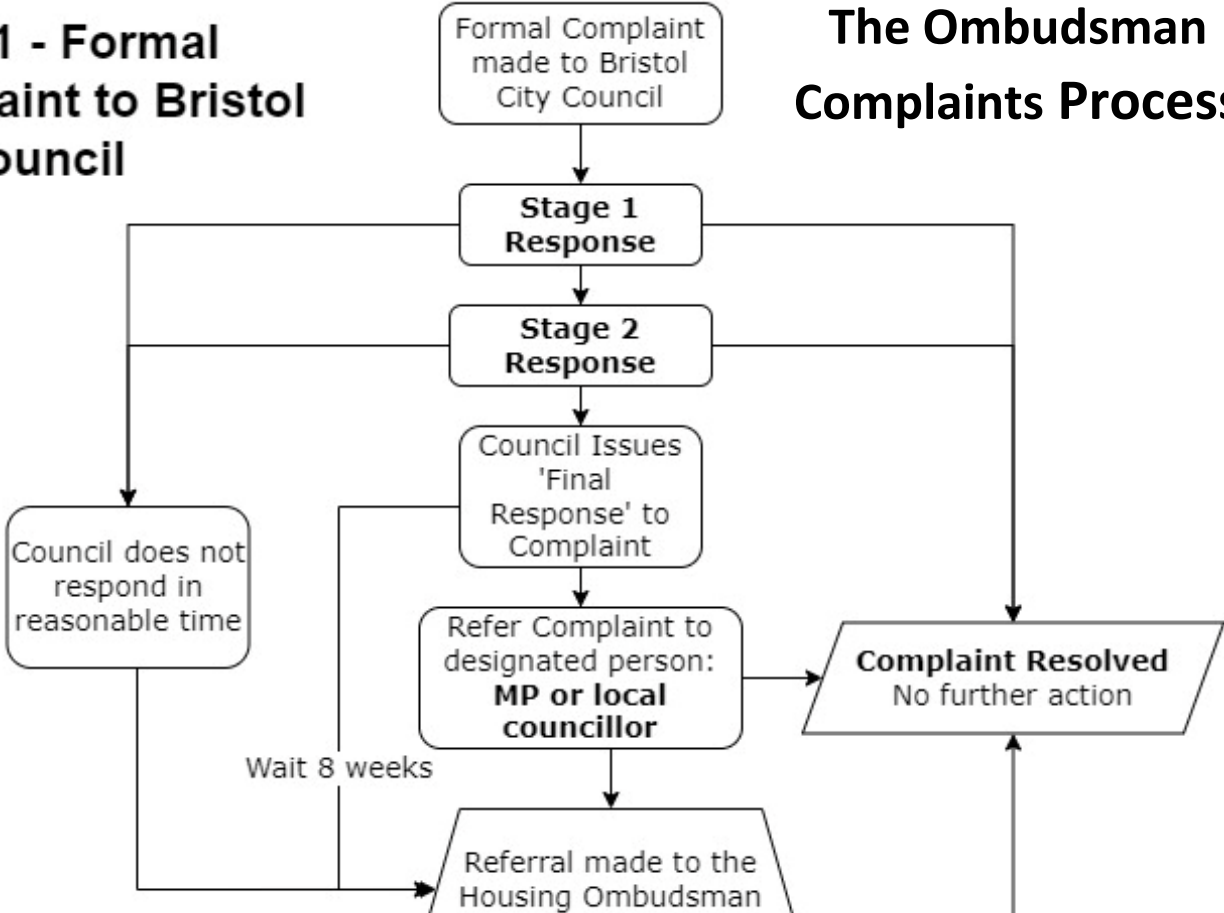
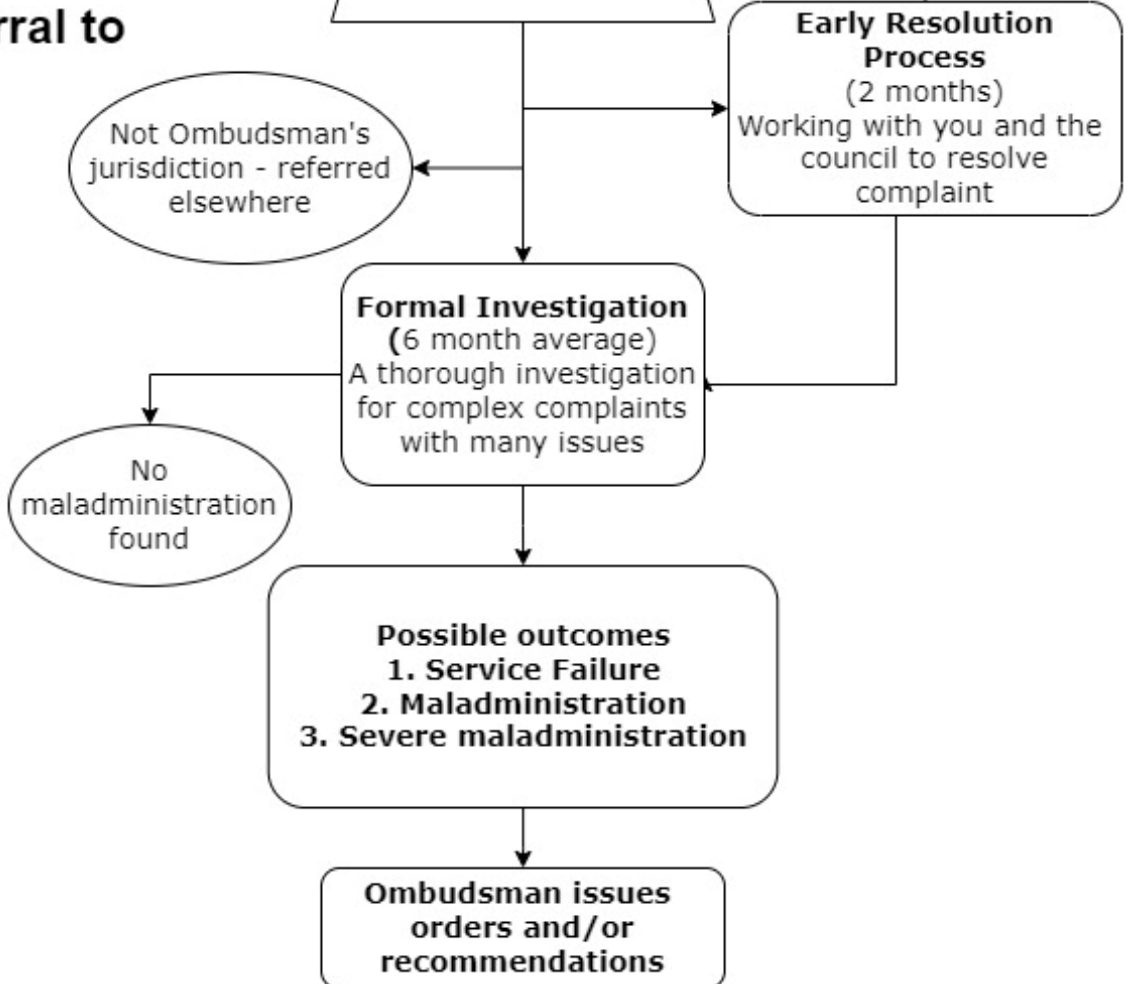


# The Ombudsman Complaints Process

## Stage 1 - Formal Complaint to Bristol City Council



## Stage 2 - Referral to the Housing Ombudsman



**The Housing Ombudsman can hold your social landlord to account and ensure that your rights are being respected as a social tenant.**

## **Contact the Housing Ombudsman today**



0300 111 3000

9.15am-5.15pm: Monday to Friday



Housing Ombudsman Service

PO Box 152

Liverpool L33 7WQ

The most effective contact is online:

[www.housing-ombudsman.org.uk/residents/make-a-complaint/](http://www.housing-ombudsman.org.uk/residents/make-a-complaint/)

**For more advice call CHAS Housing Advice Service (Bristol).**

We are a local housing advice service can try and help with any housing issues you may have.



Telephone: **0117 935 1260**

Email: [advice@chasbristol.co.uk](mailto:advice@chasbristol.co.uk)

Or speak to our adviser in-person on a Friday morning at the  
Wellspring Settlement, Ducie Road.

*Joseph is at Ducie Road, Barton Hill on*

**Friday 13<sup>th</sup> May 2022, 9am – 12:30pm**

**Friday 27<sup>th</sup> May 2022, 9am – 12:30 pm**

**Friday 10<sup>th</sup> June 2022, 9am – 12:30 pm**

**Friday 24<sup>th</sup> June 2022, 9am – 12:30 pm**