

# Housing Ombudsman Service



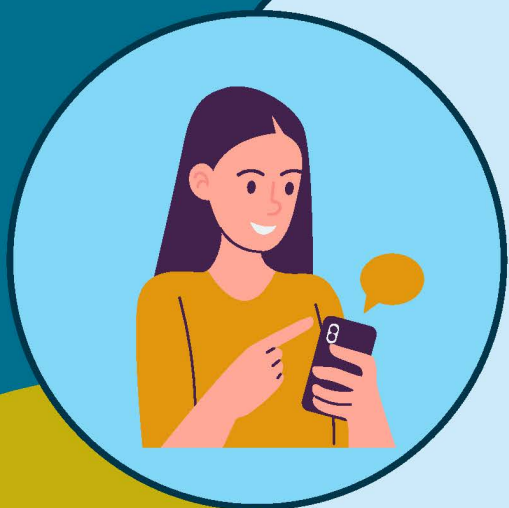
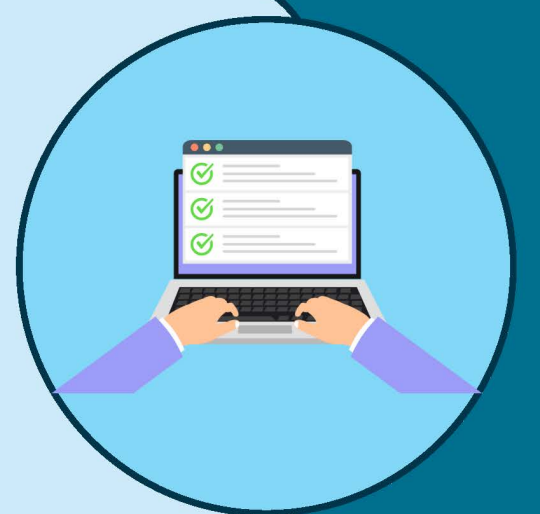
We can help if you live in social housing and have a problem complaining to your landlord.

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.

Contact us via our online webform at [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk).



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

