

Housing Solutions Decision Guide: Review or Complaint?



This guide helps you decide whether you need to request a statutory review of a homelessness or housing decision, or whether you should make a complaint about the service you received.

If you need to contact the council, email: reviewsandcomplaints@redditchbc.gov.uk Our website is www.redditchbc.gov.uk/housingsolutions

Your Details

Your full name	
Your current address	
Any application numbers	
Preferred contact method and contact times	
Names of any people you authorise the council to speak to regarding your information	

Part 1 - do you need to request a Statutory Review?

A review only applies when the Housing Solution and/ or Homelessness Teams have made a formal decision in writing, and you believe the decision is wrong.

Have you received a written decision from the homelessness team? Yes / No If yes, what have you been told?

Has the council decided that (tick all that apply):

You are not eligible to join the housing register	
You are not homeless	
You are not in priority need	
You are intentionally homeless	
You have no local connection	
The Council is ending its prevention duty to you	

The Council is ending its relief duty to you	
You have deliberately and unreasonably refused to co-operate	

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Why do you think the decision is wrong? Please explain your reasons.

Other situations where a review applies

You may also request a review if you believe (tick all that apply):

You should have higher priority or be in a higher band because of health, welfare, or medical needs	
You should have higher priority or be in a higher band because of overcrowding or bedroom need	
You should have higher priority or be in a higher band because it is not reasonable for you to stay in your current home	
The council has not taken actions in your Personal Housing Plan (PHP)	
Another council is not accepting a referral from us	
The secure accommodation we have offered is unsuitable	
The council has discharged its duty to you incorrectly	

Why do you believe this? Please explain your reasons.

Part 2 - do you need to make a complaint instead?

If you cannot request a statutory review but are experiencing problems with our service, you can make a formal complaint to us.

A complaint does not challenge legal homelessness decisions. You may wish to complain about:

Issues with your housing applications

You can complain about housing register or transfer applications, or homelessness applications. Do you believe the council has (tick all that apply):

Not allowed you to join the Housing Register	
Not accepted your homeless application	
Made inadequate enquiries or asked for excessive evidence	
Failed to involve Children's Services for 16–17-year-old applicants	
Left you in B&B for over 6 weeks	
Not done enough to prevent homelessness or provide advice	
Not agreed or reviewed your Personal Housing Plan	
Taken too long to make a decision	
Wrongly closed or withdrawn your application	
Not provided temporary accommodation when required	
Placed you in unsuitable temporary accommodation or failed to address repairs	
Lost, damaged or failed to protect your possessions	

Not provided written decisions or explained review rights	
Been rude, unprofessional, or failed to listen	

possessions in council storage

You may complain if you believe the council has (tick all that apply):

Failed to consider protecting your possessions	
Disposed of items improperly	
Not notified you when storage responsibility ended	
Failed to trace you	
Failed to take reasonable care of stored items	

Why do you believe this? Please explain your reasons.

Independent legal advice.

Help is available from agencies including Citizens Advice (0808 278 7890, www.cabr.org.uk) and Shelter England (england.shelter.org.uk).

Ombudsman Information

- Local Government and Social Care Ombudsman: www.lgo.org.uk, 0300 061 0614

Your Privacy

We collect, hold, and process information supplied by you in accordance with data protection regulations, to allow us to provide services effectively.

You can find our Homelessness and Housing Solutions privacy notices in the Housing section at www.redditchbc.gov.uk/privacy-notice