

# 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](mailto:reviewsandcomplaints@redditchbc.gov.uk)

Our website is [www.redditchbc.gov.uk/housingsolutions](http://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 Homelessness Team has 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	<input type="checkbox"/>
You should have higher priority or be in a higher band because of overcrowding or bedroom need	<input type="checkbox"/>
You should have higher priority or be in a higher band because it is not reasonable for you to stay in your current home	<input type="checkbox"/>
The council has not taken actions in your Personal Housing Plan (PHP)	<input type="checkbox"/>
Another council is not accepting a referral from us	<input type="checkbox"/>
The secure accommodation we have offered is unsuitable	<input type="checkbox"/>
The council has discharged its duty to you incorrectly	<input type="checkbox"/>

Why do you believe this? Please explain your reasons.

If you have ticked any of the above, you can request an internal review within 21 days of your decision letter.

## Part 2 - what cannot be reviewed

You cannot request a review if the council has said:

- It is not accepting your homeless application
- You are in priority need but intentionally homeless and waiting a long time
- It is not providing accommodation pending review
- Your review request was late
- It refuses a discretionary second review

Or if you believe:

- Temporary accommodation is unsuitable
- Needs were not properly assessed or reflected in your PHP
- The council should protect your property while in temporary accommodation

In these cases, you must seek Judicial Review and independent legal advice.

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

## Part 3 - 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	

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Why do you believe this? Please explain your reasons.

**Advice when facing harassment & illegal eviction by your landlord**

You can complain if the council has failed to help or advise you when you are experiencing harassment, or your landlord is trying to evict you illegally.

Why do you believe this? Please explain your reasons.

## Possessions in council storage

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

Failed to consider protecting your possessions	<input type="checkbox"/>
Disposed of items improperly	<input type="checkbox"/>
Not notified you when storage responsibility ended	<input type="checkbox"/>
Failed to trace you	<input type="checkbox"/>
Failed to take reasonable care of stored items	<input type="checkbox"/>

Why do you believe this? Please explain your reasons.

## Private Sector Access Schemes

You may complain if you believe the scheme has been administered incorrectly and caused injustice to you.

Why do you believe this? Please explain your reasons.

## Homelessness complaints that involve our Housing Service

You may complain if you are making an application to the Homelessness and Housing Solutions team, for example for a transfer, and believe that you are experiencing an issue with another part of our council housing service.

### *Neighbour nuisance & ASB*

You may complain if you are a council tenant, you have reported ASB or nuisance, and you believe the council has not responded properly or considered the issue in your application.

Why do you believe this? Please explain your reasons.

### *The condition of your property*

You may complain if you are a council tenant, you are experiencing issues (such as damp and mould) that affect your health or welfare, and you believe the council's response is delayed or insufficient - or that the condition of the property has not been properly considered in assessing your case.

Why do you believe this? Please explain your reasons.

***The status of your housing adaptations***

You may complain if there are problems with your adaptations process, or disabled facilities grant. Why do you believe this? Please explain your reasons.

***Decants & Mutual Exchanges***

You may complain if:

You have been moved temporarily and are experiencing problems.	
You have applied for a mutual exchange and are experiencing delays or issues.	

Why do you believe this? Please explain your reasons.

## Ombudsman Information

- Housing Ombudsman Service: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk), 0300 111 3000
- Local Government and Social Care Ombudsman: [www.lgo.org.uk](http://www.lgo.org.uk), 0300 061 0614

If you are a council tenant you may contact the Housing Ombudsman at any time. In some cases, both ombudsmen may work together.

## 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](http://www.redditchbc.gov.uk/privacy-notice)