

How to complain to Peabody

This article covers how to follow the official complaints process.
There are other ways to complain at the bottom of the article.

Overview of the process

There are 3 stages to the complaints process, three with Peabody and the 3rd is with the Housing Ombudsman. You can also take Peabody to a tribunal but that process isn't covered here.

Submitting the formal complaint

This can be done via the [online form](#), a phone call or writing in. You should get a response within 5 working days giving you a CASE number (example: CAS-1195028-J8W2L7) telling you that you should get a stage 1 response within 10 working days.

1. Stage 1 response

The stage 1 response sometimes results in the issue being fixed/resolved but more often than not it's worded in a way that gives vague non committal answer. If you are **not happy** with the stage 1 response you can simply ask for the complaint to be looked at again at a stage 2. If you are offered any money as compensation at this stage, accepting it does not stop you from then going to a stage 2.

2. Stage 2 response

Someone in the Customer Experience Team should give you a written stage 2 response within 20 working days. If you are **not happy** with the stage 2 response you can then submit the complaint to the Housing Ombudsman. If you are offered any money as compensation at this stage, accepting it does not stop you from then going to the Housing Ombudsman.

3. Housing Ombudsman

The Housing Ombudsman will only investigate your complaint if you have reported the original complaint to Peabody and you are dissatisfied with their response/resolution.

Submitting the formal complaint

What Peabody will not accept as a complaint.

- First time requests for service such as:
 - Reporting a repair or defect
 - Requesting information
 - Asking for an explanation on a point of policy
 - First time reporting noise or antisocial behaviour

Service requests can become complaints if Peabody fails to deal with the initial request appropriately.

There are 3 ways of submitting the complaint to Peabody

1. Online form: <https://www.peabody.org.uk/contact-us/make-a-complaint/formal-complaint/>

2. Phone: 0300 1233456 (freephone, lines are open 8am to 6pm, Monday to Friday)
Quietest period is in the morning before lunch.

3. Write: Freepost Plus RRZY-EGGH-KEBY CCL Peabody Pembroke House
Northlands Pavement Pitsea Centre Pitsea Basildon SS13 3DU. Download a copy of the [complaints form](#) to send via post.

Regardless of which method you use to complain it's good practice to write out the complaint with two main sections.

What is the complaint about

Try to be as detailed as you can, names dates etc. If the complaint is about a repair, be sure to include the case/job number.

How you want the complaint to be resolved.

This is important because Peabody can be very adept at giving a vague response to complaints the clearer you are about your preferred outcome of the complaint, the less room it leaves Peabody to brush over the issues and give a vague response.

Ask as many questions as you can think of that are relevant to give them less wiggle room.

Examples might be;

I would like this to be treated as an official complaint.

I would like to know why X was not dealt with?

I would like to know who was responsible for dealing with X?

I would like to know why no one from X team picked this up on their weekly inspection?

I would like all my questions answered.

I would like a written apology from the individual or manager responsible for the mistake.

I would like safeguards put in place so this sort of thing doesn't happen again.

I would like evidence that safeguards have been put in place so this doesn't happen again.

If no safeguards are put in place so this doesn't happen again, I would like to know why they haven't been put in place.

Using the online form

Tip: Just in case anything goes wrong with the form submission, it can be useful to write out the complaint in software such as Word or Pages. You can then simply copy and paste what

you have written into the form. It also gives you a record of what you have written (although you should get a automated email with a summary of your complaint once you submit it)

As a general rule of thumb, as so many things go wrong within Peabody it's worth making a note of all interactions you have with Peabody. If you are not adept at taking notes it can feel laborious, but the more you do it the easier it becomes.

Also the more information you have, the more you can hold Peabody to account. For example if you ring up to chase something, note down the time and date and the person you talk to and obviously all relevant information, reference numbers etc. Take your time to note down the information, you shouldn't feel rushed.

Once you submit the form

You will get an automated email from noreply@peabody.org.uk as the name suggests you will not get a reply if you try and reply to the email. A copy of the same email goes into a Peabody email inbox for a member of the customer services team to respond to you.

Then one of four things will happen

1. You will then get a call from a member of the customer services team to ask you if you want to move forward with the complaint or if you would prefer to have it treated as a "service recovery". They will tell you a "service recovery" is the fastest way to resolve the issue which in some cases might be true but in reality it's Peabody's way of suppressing the complaint numbers. I would almost always ask for it to be treated as a complaint and not as a "service recovery".

2. The complaint is assigned to the employee they feel is the most relevant. For instance if the complaint is about cleaning then it will normally be assigned to the caretaking area manager that looks after your area. The employee they assign it to is called the "Case Manager".

They then should send out a email to you from complaintforms@peabody.org.uk confirming it has been raised as a stage 1 complaint giving you a reference / case number (example: CAS-1195028-J8W2L7) and telling you that you should receive a response within 10 working days from the Case Manager.

3. You get an email from complaintforms@peabody.org.uk giving you a case number but not explicitly saying that it has been logged as a complaint.

This is very sneaky as Peabody is not being 100% clear that they have not raised it as a complaint and raised it as a standard case. This means Peabody doesn't have to give you an official stage 1 response.

If this happens the most effective solution is to ring up (0300 1233456) and say there has been a mistake and request the issue be treated as a complaint, they should give you a new case number over the phone.

Sometimes they tell you they can't log a complaint over the phone but this simply isn't true. Tell them that the Peabody website says you can submit complaints over the phone, if that doesn't work ringback and the next person should be able to log it as a complaint.

4. You don't get a reply at all after 5 working days. This sometimes happens and the best

thing to do is forward the automated summary of your complaint (from the noreply@peabody.org.uk) to complaintforms@peabody.org.uk and ask for a response. If you still don't get a response after another 5 working days then you can submit a complaint about your complaint not being logged.

If the same thing happens with the second complaint, it's then worth emailing the head of complaints (google the title and guess the email address) or the COO or CEO

<https://www.peabodygroup.org.uk/about-us/who-we-are/our-leadership/> CEO's email is CEOandMPCouncillor.enquiries@peabody.org.uk

Phoning up to submit your complaint

You should be given a case number over the phone, if not ask for one. You will not get an email confirming anything. The next thing you will get is an email from the case manager (the person the complaint has been assigned to) saying they are dealing with the complaint or they simply send you the official Stage 1 response.

Writing in to submit your complaint

I've never done this but assume you get confirmation via post confirming the submission of your complaint.

The Stage 1 Response

The Case Manager endeavours to get a response to you within 10 working days after it's been assigned to them (this time frame is a guideline stipulated by the Housing Ombudsman) but this often slips.

If the Case Manager is going to take longer than 10 days they are supposed to contact/email you to tell you that this is the case and they need more time, but they often don't. If after say 15 working days you don't hear anything you can email complaintforms@peabody.org.uk to chase and say you still haven't received a response or you can ring up and ask them to chase the Case Manager, you can also ask for the Case Managers name which can be useful.

When you get the response it's normally sent via email on headed paper, in the form of a PDF document. You occasionally get compensation offered at a stage 1 but it's more likely offered at the stage 2 response. If you are offered compensation at this stage and you accept it you can still request the complaint be pushed to a stage 2.

Peabody rarely fixes the issue the complaint is about and often gives a vague, non committal response designed to make you think they are doing something but often it's a sort of smoke screen.

If you are not happy with the Stage 1 resolution / response

You have 10 working days after receiving the stage 1 response to request the complaint be looked at a second time, stage 2 (If it's after 10 days then they don't often check and they normally accept the request but don't count on it).

You can simply email the Case Manager back and say you want it to be dealt with as a stage 2 complaint. They should email you back to confirm this.

The Stage 2 Response

Once the Case Manager has pushed it to a stage 2, a Customer Experience Team member (from a central team dedicated to looking at complaints) will then look at the complaint further. The Customer Experience Team member will sometimes ring you to get a better understanding of the issue.

They should give you a response after 20 days. If they are going to take more than 20 working days they should email you to tell you they need more time.

This response can sometimes result in a meaningful resolution but more often than not it's more, vague, non committal response, saying how they will do better in the future but without any tangible plan how they are going to do better.

Compensation

As part of the stage 2 response you are often offered compensation in the form of money. If you accept the compensation it does not affect your ability to take the complaint further, to the Housing Ombudsman.

You can ask for more compensation if you feel you should be compensated more. Details here

<https://www.peabody.org.uk/contact-us/make-a-complaint/how-we-deal-with-complaints/information-about-complaints/>

If you are not happy with the Stage 2 resolution / response

You can take your complaint to the Housing Ombudsman, Peabody obviously doesn't want you to do this as this will reflect badly on them as the number of complaints are publicly available.

Housing Ombudsman

You can only complain to the Housing Ombudsman if you have reported the original problem to Peabody and you are dissatisfied with their response. The Housing Ombudsman Service considers complaints brought to them within 12 months of Peabody's final stage 2 response. If Peabody gave you their Stage 2 response more than a year ago, they may not be able to consider your case.

You can submit a complaint to the Housing Ombudsman here -

<https://www.housing-ombudsman.org.uk/residents/make-a-complaint/online-form/>

Other ways to complain

Contact the head of department or CEO

As mentioned the company's complaints process can be underwhelming often with an unsatisfactory resolution.

You can email the relevant head of the department, or simply email or write to the CEO.

The current CEO is Ian McDermott and the main email for compacts is

CEOandMPCouncillor.enquiries@peabody.org.uk

You can also write to the CEO
Chief Executive Officer
Peabody Housing Association
45 Westminster Bridge Rd
London SE1 7JB

Contact your MP

You can either email them or attend one of the MP surgeries. The surgery is a chance to talk to your MP face to face.

You can find out who your local MP is here - <https://members.parliament.uk/FindYourMP>

Leave a review on Trustpilot

Peabody's has an official Trustpilot page - Feel free to leave a review good or bad,
<https://uk.trustpilot.com/review/www.peabody.org.uk>

Contact the press

There have been a number of articles across the press in the [FT](#), [BBC](#) and [ITV](#) to name a few, as well as local press like the [Hackney Gazette](#) and [Hackney Citizen](#).

Peabody seems to respond quickly to bad press and can be a way to get a quick resolution, but it obviously has to be fairly serious and newsworthy, health and safety, mould, fire risks etc.

Contact a 'no win no fee' solicitor

They will assess the complaint and work out if it's worth their time regarding the compensation. They will of course do all the chasing for you and go to court if necessary, but take most of the compensation if you win.

Potentially Useful links

Peabody webpage - How Peabody says they deal with complaints

<https://www.peabody.org.uk/contact-us/make-a-complaint/how-we-deal-with-complaints/>

Peabody webpage - Information about Peabody's complaints performance

<https://www.peabody.org.uk/contact-us/make-a-complaint/how-we-deal-with-complaints/information-about-complaints/>

Peabody website - Peabody code self assessment October 2023

<https://www.peabody.org.uk/media/jwhfwvro/peabody-code-self-assessment-october-2023.pdf>