



# External Complaints Reviewing Service for Homes England

Please let us know if you have any practical needs where we could help – for example with information in another format (e.g. larger print, another language, etc.). If you require assistance in completing this form please contact CEDR:

By telephone: 0207 520 3800    By email: [complaintsreview@cedr.com](mailto:complaintsreview@cedr.com)    Visit the website: [www.cedr.com/consumer](http://www.cedr.com/consumer)  
CEDR opening hours: 9:00am to 5:00pm, Monday to Friday

---

## 1. About you

Please give us your details.

Full name:

Street Address:

Town:

County:

Postcode:

Tel:

E-mail address:

If you provide an e-mail address we will normally send you information by e-mail only

## 2. Representative

If you have a representative acting for you, please give details below. If you do not have a representative, go to part 3.

Full name:

Street address:

Town:

County:

Postcode:

Tel:

E-mail address:

I hereby apply to CEDR for the following dispute to be resolved by a neutral appointed by CEDR. I confirm that I have exhausted HE's internal complaints process.

**PLEASE ENSURE THAT YOU SAVE THIS DOCUMENT ON YOUR COMPUTER BEFORE SENDING**



### 3. Complaint Summary

Please provide brief details of your complaint and attach any supporting documentation you would like the ECR to consider. Please focus on those issues which have not been resolved via Homes England's (HE) internal complaints process:

**PLEASE ENSURE THAT YOU SAVE THIS DOCUMENT ON YOUR COMPUTER BEFORE SENDING**

## 4. Declaration

Please read the statements below and tick all boxes in this section to confirm you understand the declarations before signing this form.

I understand the role of the ECR is to review whether or not the policies and procedures adopted by Homes England have been followed and whether or not its service standards have been met.

I understand the ECR cannot investigate challenges to HE's regulatory judgements, or complaints about the services provided by social landlords.

I understand that if the ECR makes recommendations they will not be binding upon HE but that if HE refuses to comply with the recommendations they will provide written reasons for refusal to both the complainant and to the ECR.

I understand that the ECR cannot award financial damages or compensation.

Print name:

Your signature:

Date:

## Submitting your application

Now please submit your application and supporting evidence to us:

**By post:**

External Complaints Reviewing Service  
for Homes England  
CEDR Services Ltd  
100 St. Paul's Churchyard  
London  
EC4M 8BU

**By email:**

[complaintsreview@cedr.com](mailto:complaintsreview@cedr.com)

**By fax:**

0845 1308 117

**PLEASE ENSURE THAT YOU SAVE THIS DOCUMENT ON YOUR COMPUTER BEFORE SENDING**