



Better conflicts, Better outcomes, Better world

## External Complaints Reviewing Service for the Regulator of Social Housing (RSH)

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: 020 520 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:

County:

Town:

Tel:

Postcode:

E-mail address:

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

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

### 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:

Tel:

Town

County:

Postcode

Email address:

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

**CEDR Services Ltd.**

100 St. Paul's Churchyard  
London  
EC4M 8BU

T: +44 (0)20 7520 3800

W: [cedr.com/consumer](http://cedr.com/consumer)

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

### **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 the Regulator for Social Housing (RSH) internal complaints process:

#### 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 the Regulator for Social Housing have been followed and whether or not its service standards have been met.

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

I understand that if the ECR makes recommendations they will not be binding upon RSH but that if RSH 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 the Regulator for Social Housing  
CEDR Services Ltd  
100 St. Paul's Churchyard  
London  
EC4M 8BU

**By email:**

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

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