

Complaints

Enfield Council and Enfield Council Housing aim to provide a housing assessment and allocation service of high quality. We are always looking to improve our services. Your complaints, along with other feedback, can help us to do this.

We want to get things right but sometimes they do go wrong. We hope to be able to settle complaints quickly and informally at your first point of contact. Where this is not possible, the rest of this section explains what you should do. Making a complaint will not put you at a disadvantage now or in the future.

A complaint may be about delay, lack of response, discourtesy, failure to consult or about the standard of service you have received - in fact anything that leaves you dissatisfied with the conduct Enfield Council or Enfield Council Housing in relation to application and assessment for social rented homes and the allocation of social rented homes. You may want to complain if you think:

- We have not treated you fairly or politely.
- We have not done something we should have done.
- We have done something badly.

You may complain to Enfield Council using any of the following methods:

By telephone

- Enfield Council's Customer Services on 020 8379 1000 (Please Note: Calls may be recorded)
- Textphone - 020 8379 4419
- Tape for blind or partially-sighted people - 020 8379 8010

By writing

- using the [complaints form](#) on Enfield Council's website or at a local library or the Enfield's Civic Centre
- e-mailing us at complaints@enfield.gov.uk
- by letter to Enfield Council, Civic Centre, Silver Street, Enfield, EN1 3BG

You can complain to Enfield Council Housing using any of the following methods:

- By telephone on freephone 0800 40 80 160 or 0208 3791327
- By letter to FREEPOST, Enfield Council Housing
- [By emailing us on feedback.council.housing@enfield.gov.uk](mailto:feedback.council.housing@enfield.gov.uk)