



# How we will manage your Housing complaint



We may discontinue a complaint if we cannot progress it, unless we agree with you that we will postpone. If you do not engage in the process after making the initial complaint, and do not respond to any attempts at contact, we will write to tell you that we have discontinued the complaint. This will be 30 days after the last contact from you.

If you are unhappy with the outcome of the appeal, you may write to the [Housing ombudsman](#).