



What Counts as a Complaint?

Why This Matters

Landlords often receive messages that feel informal but are actually complaints. Misidentifying a complaint can lead to escalation, even where the original issue was minor.

A Complaint Is

A complaint is when a tenant expresses dissatisfaction about:

- lack of action or delays
- repeated issues not being resolved
- how the landlord has communicated
- the outcome of a decision

Examples:

- “You keep ignoring my emails.”
- “I’ve reported this several times and nothing’s been done.”
- “I’m unhappy with how this has been handled.”

A Complaint Is Not

The following are **not complaints** on their own:

- first-time repair requests
- general questions or enquiries
- routine maintenance reports

Examples:

- “The boiler isn’t working.”
- “Can you arrange a repair?”
- “Who do I contact about this?”

However, if these are **repeated** or linked to dissatisfaction, they may become a complaint.

When a Repair Becomes a Complaint

A repair issue becomes a complaint when:

- there are repeated reports
- there has been significant delay
- the tenant expresses frustration or dissatisfaction

At this point, the issue should be handled under the complaints procedure.

Key Principle for Landlords

If a tenant says they are unhappy with:

- the response
- the delay
- the handling of an issue

It should be treated as a complaint and responded to in writing.

Why Written Responses Matter

Written responses:

- show issues are taken seriously
- create an audit trail
- reduce the risk of misunderstanding
- protect landlords if matters escalate