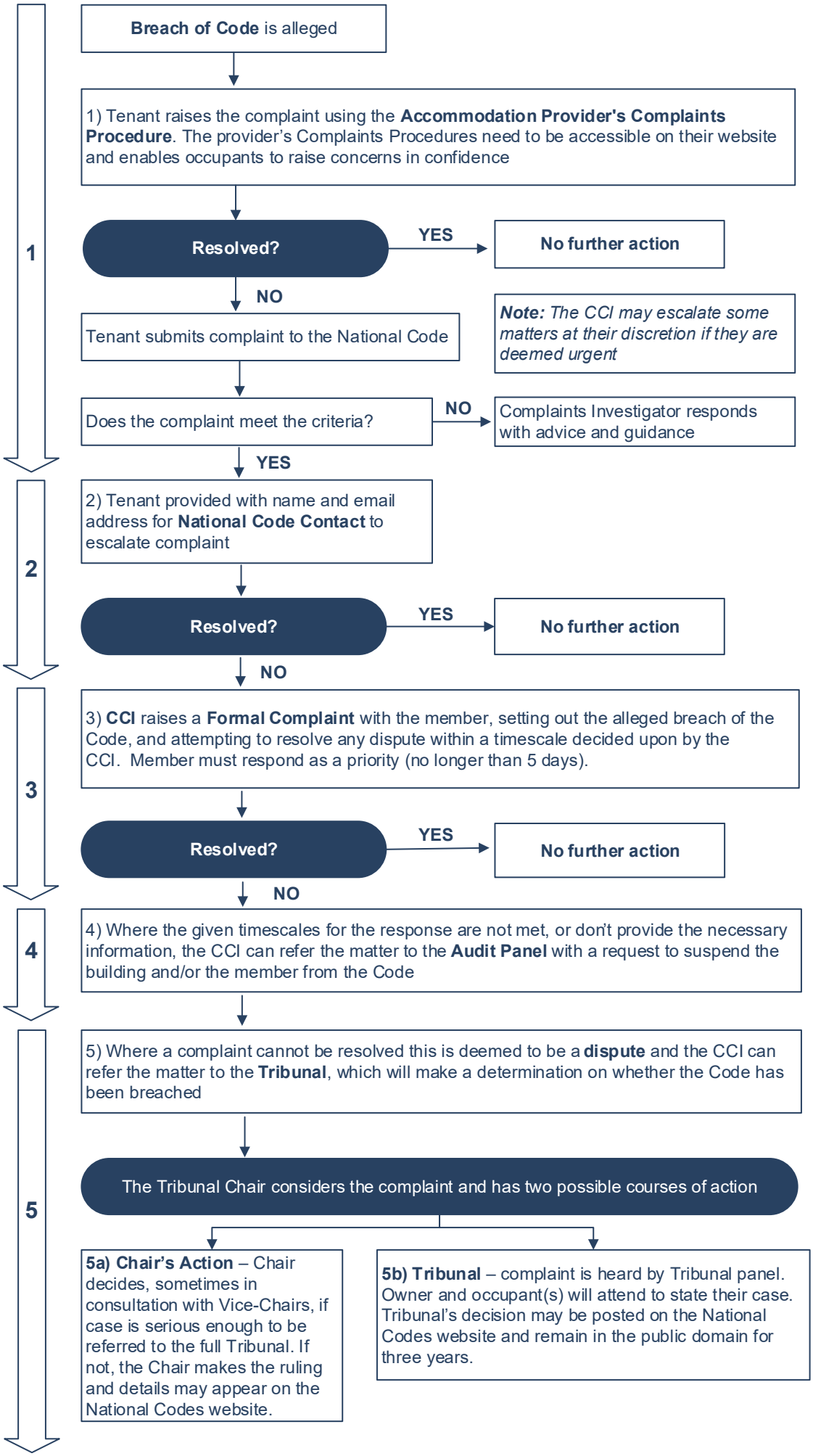
1
Breach of Code is alleged
1) Tenant raises the complaint using the Accommodation Provider's Complaints Procedure. The provider's Complaints Procedures need to be accessible on their website and enables occupants to raise concerns in confidence
Resolved?
YES
No further action
NO
Tenant submits complaint to the National Code
Note: The CCI may escalate some matters at their discretion if they are deemed urgent
Does the complaint meet the criteria?
NO
Complaints Investigator responds with advice and guidance
YES
2
2) Tenant provided with name and email address for National Code Contact to escalate complaint
Resolved?
YES
No further action
NO
3
3) CCI raises a Formal Complaint with the member, setting out the alleged breach of the Code, and attempting to resolve any dispute within a timescale decided upon by the CCI. Member must respond as a priority (no longer than 5 days).
Resolved?
YES
No further action
NO
4
4) Where the given timescales for the response are not met, or don't provide the necessary information, the CCI can refer the matter to the Audit Panel with a request to suspend the building and/or the member from the Code
5
5) Where a complaint cannot be resolved this is deemed to be a dispute and the CCI can refer the matter to the Tribunal, which will make a determination on whether the Code has been breached
The Tribunal Chair considers the complaint and has two possible courses of action
5a) Chair's Action – Chair decides, sometimes in consultation with Vice-Chairs, if case is serious enough to be referred to the full Tribunal. If not, the Chair makes the ruling and details may appear on the National Codes website.
5b) Tribunal – complaint is heard by Tribunal panel. Owner and occupant(s) will attend to state their case. Tribunal's decision may be posted on the National Codes website and remain in the public domain for three years.