

Make a complaint

11 June 2026

Summary

At the National Housing Federation (NHF), we aim to provide high-quality services and treat everyone fairly. We recognise that sometimes things may not go as expected, and we welcome feedback so we can put things right and improve our services. We are committed to handling complaints fairly, professionally and transparently.

A complaint is: ‘An expression of dissatisfaction about NHF services, actions or lack of action, where a response or resolution is expected.’

Note: General feedback, frustration or negative comments that do not allege service failure or request action are **not** complaints but may be recorded as feedback.

General complaint and Data Protection complaint

A general complaint is an expression of dissatisfaction about the NHF’s services, action or lack of action, where a response or resolution is expected.

A data protection complaint is any expression of dissatisfaction about how the NHF has handled a person’s personal information.

Examples of what you may complain about

- Events and conferences.
- NHF newsletters, reports, guidance and web content.
- Customer service or communications with the NHF.
- Data Protection complaints.

How to raise a complaint

You can raise a general complaint by emailing us at INFO@housing.org.uk.

You can raise a data protection complaint by emailing us at privacy@housing.org.uk.

What happens next

- We will acknowledge your complaint.
- We aim to respond to a general complaint within 10 working days. For data protection complaints, we aim to provide an acknowledgement within 30 days.
- We will keep you informed of progress without undue delay.
- We will provide you with the outcome without undue delay.

Recording and confidentiality

Complaints are recorded securely and handled in line with the NHF's data protection and record-keeping requirements.

What we cannot deal with

Complaints about housing associations

The NHF is the trade body for housing associations. We work on behalf of our members but have no regulatory role and it is not within our remit to get involved [with individual residents' complaints](#). Social housing residents should refer to their landlord's complaints process in the first instance. If the complaint cannot be resolved directly with the landlord through its complaint procedure, residents can [contact the Housing Ombudsman](#). [Government guidance on housing association complaints](#) is also available.