COMMUNITY HOUSING LTD
GROUP OF COMPANIES

CHL APPEALS RESPONSE TIMEFRAMES

Appeal Received	1 day	2 days	3-7 days	8-15 days	16-21 days	28 days
	• Recorded in Customer Feedback Register	• Receipt is acknowledged in writing to the customer	• Appeal is considered for sufficient grounds for review of original decision • If grounds for Appeal are sufficient, preparation for panel will begin • If grounds are insufficient, information and advice will be prepared for customer	• Progress letter sent to customer • Appeal Panel investigates and reviews the decision OR • Outcome, advice and information on external avenues of appeal provided to customer	• Appeal Panel reaches an outcome and advises customer in writing and closes appeal OR • Progress letter sent to customer if investigation continuing, or more information required	• Appeal Panel reaches an outcome • Outcome and closure letter sent to customer • Customer advised on external avenues of appeal if they would like the outcome reviewed

13 Dec 2024, Version 4.0 (website)

CHL is committed to efficient and responsive communication with our customers

Timeframes provided here are indicative only, to allow for consideration of occasions where information is received outside of operating hours