### Follow the Help-Seeker Journey

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>(1) Awareness</strong></td>
<td>- Become aware of a housing/SEND issue</td>
</tr>
<tr>
<td><strong>(2) Taking action</strong></td>
<td>- Seek information online and/or signposted to advice services</td>
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<tr>
<td><strong>(3) Advice sector connection</strong></td>
<td>- Get help/advice from local council/Assessment &amp; Treatment Service, the housing/SEND issue, or/and the health body</td>
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<tr>
<td><strong>(4) Intervening process</strong></td>
<td>- Internal complaints/appeal procedures</td>
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<tr>
<td><strong>(5) Consideration</strong></td>
<td>- Issue a letter to the housing association or a recognised Tenant Panel</td>
</tr>
<tr>
<td><strong>(6) Engage</strong></td>
<td>- Follow the help-seeker's pathway to challenge decision</td>
</tr>
<tr>
<td><strong>(7) Service</strong></td>
<td>- Complete the appeals/appeal process specific to the redress mechanism</td>
</tr>
<tr>
<td><strong>(8) Outcome</strong></td>
<td>- Decide on the help-seeker's housing/SEND issue</td>
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</tbody>
</table>

### Other Options for Redress
- Judicial review
- Adjudication
- Review by a tribunal

### Challenges
- Understanding that there is a problem
- Not knowing how to stop the problem from happening
- Difficulties knowing when and where to seek help (both online and offline)
- Difficulties identifying legal dimension of a problem and knowing, or engaging with, the relevant terminology

### Actions
- Taking to friends, family, community networks, GPs, health and social workers & searching online using a range of search terms in their own vernacular
- Gaining knowledge of where to go for help & confidence in being able to do that

HOUSING: FOLLOW THE HELP-SEEKER JOURNEY

1: AWARENESS

2: TAKING ACTION

3: ADVICE SECTOR

4: INTERMEDIATE PROCESSES

5: CONSIDERATION

6: ENGAGE

7: SERVICE

8: OUTCOME

Who can access this service?

Ombuds/Tribunals
Eviction notice
search on mobile or desktop
Agree
Disagree
Agreement

Tribunal hearing notice
Form
✅
Obtain & complete tribunal application
Submit application with payment
Provide missing info if requested
Receive notice of tribunal hearing
Receive notice of tribunal hearing
Form
✅
Complete landlord complaint form
Send landlord a copy
Save copies of correspondence

disputed by advice sector/online information

Early resolution
Investigation letter
Receive investigation letter, accompanied by investigation report
If still not satisfied
If you are unable to resolve your complaint through your landlord's complaints procedure or if you need help finding a solution, you can contact a designated person who can also help find a solution.

If you are unable to review your complaint through your landlord's complaints procedure or if you need help finding a solution, you can contact a designated person who can also help find a solution.

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Click for common advice organisations
Click for common housing issues

Agree
Disagree
Agreement

Although this representation is linear, it is not as straightforward in reality. The help-seeker may navigate the process actively or passively, and the help-seeker's circumstances can affect their decision making.

**SEnD, Follow the Help-Seeker Journey**

- **1:** Awareness
- **2:** Taking Action
- **3:** Advice Sector
- **4:** Intermediate Processes
- **5:** Consideration
- **6:** Engage
- **7:** Service
- **8:** Outcome

*Green text indicates that there is a hyperlink and/or tooltip attached to the cell.*

- If you are unable to access your preferred mechanism, you can consider referring the complaint to the LGSCO.
- Please note that the LGSCO provides a free and confidential service to help resolve disputes.
- If you still feel dissatisfied with the outcome, you may consider taking the matter to a Higher Tribunal or the Court of Appeal.

**Who can access this service?**

- LGSCO

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If you need legal aid, you can contact the Advice Sector to discuss your options. You can also search for legal aid online to find a provider near you.