Your feedback's important to us

We use it to make things better for you. Our aim is to provide the best quality service possible for all our residents.
So if a resident, relative, volunteer or visitor has a complaint, we'll take it seriously and respond appropriately. We will not treat you any differently if you make a complaint.

What to do if you have a complaint

- Fill in this form and hand it to your Manager
- Talk to a member of staff
- Write a letter to the Manager
- Email the Manager
- Telephone the Manager
- We will co-operate in the same way with another person acting on your behalf, with your full knowledge and agreement, as we would with you yourself

What we'll do when we receive a complaint

- We'll look into it straight away and write to you within 5 working days to let you know who is dealing with it
- We aim to deal with your complaint within 10 working days. If we need more time to investigate or resolve your complaint we will agree a new deadline with you.
- We'll keep you informed of progress
- We'll tell you the outcome of your complaint in writing
- We will provide a response in writing within 10 working days of receiving a complaint, unless we have previously agreed a later deadline

If you're still not satisfied

- We hope you'll be satisfied with the way we deal with complaints, but if you're not, let us know and we will escalate your complaint to Stage 2. We aim to review your complaint and respond within 20 working days
- You can also contact the housing partner if your complaint is about your tenancy agreement (for example repairs or lettings issues, problems with neighbours). Staff in the location can help you make a complaint to the housing partner
- You'll find contact details on the back of this leaflet
- If, after going through the above process, you are still unhappy with the decision, or if we fail to provide that decision by the agreed deadline, you may refer your complaint to the relevant Ombudsman. Details of how to do this are on the back of this leaflet. We will co-operate fully with the Ombudsman during any investigation and comply fully with the resulting decision, which will be binding on us

Please tell us about your complaint.
(Continue on a separate sheet if you need to.)

Date: _____

Please tell us how you think we can put things right.

Your contact details

Name: _____

Address: _____

Postcode: _____

Telephone number: _____

Mobile number: _____

Email address: _____

Acknowledgement Slip (for staff use only)

This is to acknowledge receipt of your complaint,

received on _____ by _____ (Print Name)