

## Making a complaint or sending a compliment



# A chance to put things right

We always aim to deliver the best service and meet the highest standards. However, we appreciate that sometimes things can go wrong.

If we do not meet these standards, then please tell us about it so we have the chance to put things right. We greatly appreciate your time and view any feedback as an opportunity to improve our services.

Lots of problems can often be resolved quite informally the first time you contact us, and our aim is to sort any problems as quickly as we can for you.

If we are unable to resolve the problem there and then, we will talk about whether you would like to escalate your complaint, where we will undertake a full investigation to understand the facts.

## How to get in touch

- By phone on **0300 111 1000** from 8am to 7pm, (Monday to Friday) or 9am to 3pm (Saturday)
- Completing the online form at **[www.thirteengroup.co.uk](http://www.thirteengroup.co.uk)**
- By email: **[customer.relations@thirteengroup.co.uk](mailto:customer.relations@thirteengroup.co.uk)**
- In person at one of our Touchpoint stores

## How we deal with complaints

If we can't resolve a problem there and then and you decide to formalise your complaint, this is the process we will follow:

### Stage one

When you make a complaint, we'll let you know we've received it within one working day and it will be logged at Stage 1.

We'll then assign it to one of our specialist Customer Recovery Coordinators who will contact you to discuss your complaint.

We aim to resolve all Stage 1 complaints within five working days, unless we let you know it will take longer to resolve.

Once your complaint has been investigated, we will contact you regarding our findings.

We'll only close your complaint when you have been given an outcome from us either by letter or email.

Once we have fully investigated your complaint, if you are not satisfied, you can take this to Stage 2 of our complaints process.

## Stage two

We'll arrange for a senior member of our team to contact you by your preferred method.

We aim to resolve all Stage 2 complaints within 10 working days. If it takes longer than this, we will let you know.

They'll consider how we investigated and managed your original complaint.

If you don't think the problem has been resolved fully, we'll tell you about the next stage of the process.



## What if I'm still not satisfied?

If you're unhappy with our final decision, you can contact the independent Housing Ombudsman Service.

To have your complaint reviewed by the Housing Ombudsman Service, you'll have to:

- Have gone through our complete complaints procedure both Stage 1 & 2
- We will co-operate with the Housing Ombudsman Service.  
We will also comply with any orders and put things right if required.



# How to contact the Housing Ombudsman Service

You can contact the Housing Ombudsman Service on:

**0300 111 3000 or email:**

**[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)**

**[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)**



## More information

For more details about our complaints process,  
please contact:

Call: **0300 111 1000**

Email: **[customer.relations@thirteengroup.co.uk](mailto:customer.relations@thirteengroup.co.uk)**

Visit: **[www.thirteengroup.co.uk](http://www.thirteengroup.co.uk)**