

# Information for leaseholders and shared owners

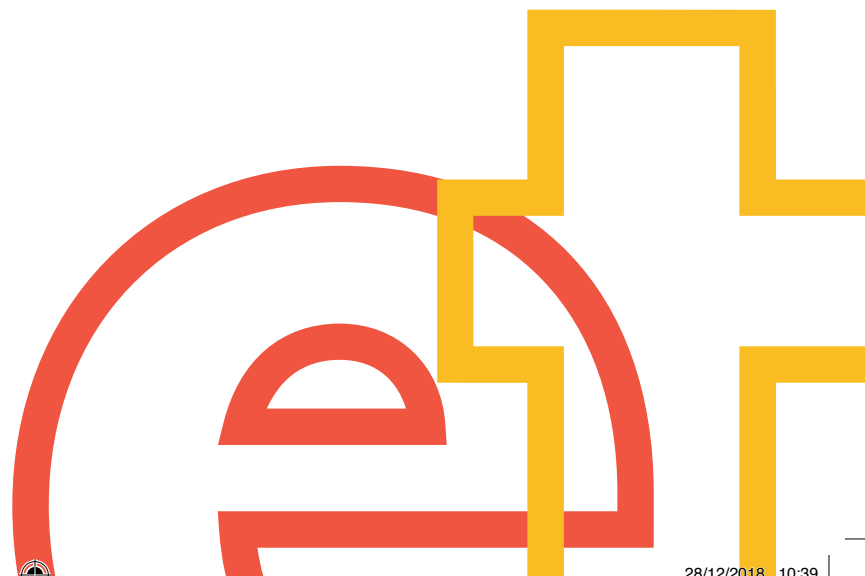
## 18: Compliments, complaints and feedback

Our complaints process makes it easy for you to give us your thoughts about our services. You can send us your compliment or complaint by any method including:

- Via the Thirteen website at [www.thirteengroup.co.uk](http://www.thirteengroup.co.uk)
- through the self-service website
- email: [customer.relations@thirteengroup.co.uk](mailto:customer.relations@thirteengroup.co.uk)
- in person at one of our customer offices
- completing a complaints leaflet at one of our customer offices
- contacting your Leasehold Coordinator on 01642 261120

Once you send us your complaint we'll aim to respond to you within five working days. If we're unable to meet this deadline, we'll let you know.

If you're not satisfied with our response, we'll let you know about the next stage of the process. When we receive a compliment we will pass on the information to the relevant member of staff.



## More information

You can find more details about our complaints process and what to do if you're not satisfied with our response on our website by looking at the complaints procedure and/or complaints policy which will explain what you can do next.

You can also get more details about the complaints process by emailing us at: [customer.relations@thirteengroup.co.uk](mailto:customer.relations@thirteengroup.co.uk)

