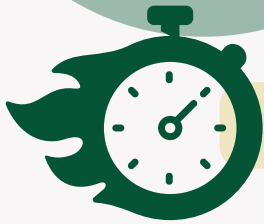


# Complaints

## An at-a-glance guide

When something goes wrong with our service we want to know about it.

Let us know as soon as possible so that we can work with you to put it right.



### A quick fix

This is our favourite option

If it seems like an issue can be dealt with quickly, we will talk to you and work together towards a speedy resolution. We'll respond within 2 working days and we will keep a record of your complaint. We use this information to improve how we do things. If a quick fix isn't possible, we'll switch to our 2-stage process.

### A 2-stage process



#### 1 Investigation

Your complaint will be logged by our Complaints Co-ordinator and investigated by the manager of the appropriate department.

- We will record your complaint within 5 working days and assign a manager to investigate your case.
- That manager will contact you within 3 working days of the first letter.
- If there is a problem with your home, we will always ask to visit you to see the problem ourselves.
- You will receive a full written response to your complaint within 10 working days. If we need any longer to do this, we will agree it with you first.



#### 2 Review

If you aren't happy with our response, you can ask for a review within 20 working days of the stage 1 letter.

- You must tell us which parts of our response you are unhappy with or if we have not followed through with our promises from the investigation response.
- A senior manager will re-investigate your complaint.
- We will ask to meet with you to discuss your case further.
- The senior manager will respond within 20 working days, writing to you to outline our decision and any actions that we'll take.
- If we need any longer to do this, we will agree with you first.



Use our online form  
[www.peaksplains.org/complaints](http://www.peaksplains.org/complaints)



Give us a call on  
0800 012 1311



Chat to us on our website or send us a direct message



Email  
[complaints@peaksplains.org](mailto:complaints@peaksplains.org)



Visit our offices - call to make an appointment first



Talk to a member of staff

PEAKS & PLAINS  
Housing Trust



Log your complaint and find out more about the process  
[peaksplains.org/complaints](http://peaksplains.org/complaints)



Read about how we learn from your complaints  
[peaksplains.org/lessons](http://peaksplains.org/lessons)

Remember, you can get advice from the Housing Ombudsman at any time during this process. **Housing** Ombudsman Service  
• 0300 111 3000  
• [housing-ombudsman.org.uk](http://housing-ombudsman.org.uk)