

Customer Feedback

We always aim to provide excellent services to our customers. However, if we get things wrong, we want to put things right and learn from our mistakes.

This link tells you about our complaints policy and procedure and how you can let us know if you are unhappy with a service you've received - <https://www.greatwellhomes.org.uk/how-to-make-a-complaint/>

Equally we would love to hear from you if you have had a positive experience and wish to let us know -

- **By Email** customer.services@greatwellhomes.org.uk
- **By Phone** [01933 234450](tel:01933 234450)

Our complaints service

If you raise a complaint, we will:

- Be fair, impartial and easily accessible.
- Be customer focused and take into account individual circumstances.
- Put things right (where appropriate) in a timely and effective manner.
- Learn from your complaint to improve our services.

When you can expect your complaint to be resolved:

- We will acknowledge all complaints within 5 working days
- We will aim to resolve a formal complaint within 10 days from the date of our acknowledgement.
- A Complaints Resolution Officer will investigate and monitor the complaint until it is completely resolved.

Contacting the Housing Ombudsman

Housing Ombudsman Service - you can contact the Housing Ombudsman Service for free impartial advice at any stage of your complaint.

Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ

Tel: [0300 111 3000](tel:0300 111 3000)

Email: info@housing-ombudsman.org.uk

Website: <https://www.housing-ombudsman.org.uk/>