

## Ways to contact us

Call us on: **033 0678 0277**

E-mail: [mearsliving@mearsgroup.co.uk](mailto:mearsliving@mearsgroup.co.uk)

Visit: [www.mearsliving.co.uk/contact](http://www.mearsliving.co.uk/contact)

Write to us at:

**Mears Housing Management Ltd.**

**Innova House, Innova Park,**

**4 Kinetic Crescent, Enfield EN3 7XH.**



## Be fair

We will always listen to your complaint and we recognise that you may be upset or annoyed if something has gone wrong.

However, we will not accept aggressive or abusive behaviour to our staff. If we consider your behaviour to be inappropriate, we may review the way we communicate with you.

## Get involved

If you have ideas about how we can improve our services to tenants, we'd love you to get involved. We have a number of tenant panels – actual and virtual – where tenants can share their views, scrutinise what we do and help shape the way we design and deliver services. See our website or contact us for more information.

**MEARS**  
**Living**



# Compliments and Complaints

How to provide feedback

We want you to be happy in your home...

With its quality and repair.

And with the service you get from us.

Your feedback – good and bad – helps us to understand what we are doing well and where we need to improve.

**If you have a compliment or a complaint, we want to hear from you.**



### Informal feedback

We'd prefer to resolve any issues you have before it becomes a formal complaint. Please speak to your housing officer or contact our customer service centre as soon as you have a problem and we'll do our best to help.

### Formal complaints

If you need to make a formal complaint, you can do so using any of our ways to contact us.

To help us process your feedback as soon as possible, please include:

- ▶ Your name and address
- ▶ A contact number and / or e-mail address where we can reach you
- ▶ A clear description of your compliment or complaint

## Dealing with your complaint

We have a formal complaints process which has been designed to make you feel confident that your concerns will be fully investigated, acted upon fairly and in a timely manner, and resolved to your satisfaction.

### Acknowledgement

We will acknowledge your complaint within 2 working days of receiving it.

### Stage One

Wherever possible, we will try to resolve your complaint the first time you contact us.

If we need to look into it, this might take a few days. We will aim to deliver a mutually agreed outcome within 10 days.

### Stage two

If you are not satisfied with the outcome, please put your reasons and your preferred outcome in writing to us and your complaint will be reviewed by a senior manager. We aim to respond within 10 working days.

### Stage three

Complaints not resolved at stage 2 will be considered by a Director. We aim to respond within 10 working days.

### Further redress

We subscribe to The Property Ombudsman (TPO).

If you remain unhappy with the outcome of our internal complaints process, you have the right to take your complaint to TPO.

TPO will not normally consider a complaint unless it has gone through all stages of our complaints process. They will not consider complaints over twelve months after the decision of the Complaints Panel has been received, or if the complaint is outside their remit.