

Complaints - A guide for customers

It is important to us that you are happy with the services we provide, but sometimes things do go wrong. When this happens, we want to ensure we put things right promptly and that we learn from your experiences.

An overview of the complaints process is on the next page.

Our Promise

When we are dealing with your complaints we promise we will:

- Take your complaint seriously
- Try and resolve your complaint as quickly and effectively as possible
- Keep you informed and updated throughout the process
- Respect your choice in how you want us to contact you
- Enable you to be represented by another person, if that is what you want
- Give you a clear explanation of how your complaint will be dealt with
- Carry out a thorough investigation
- Be open and honest about what we are doing
- Keep to the timescales we have agreed with you
- Treat you with respect and keep any information you give us as confidential

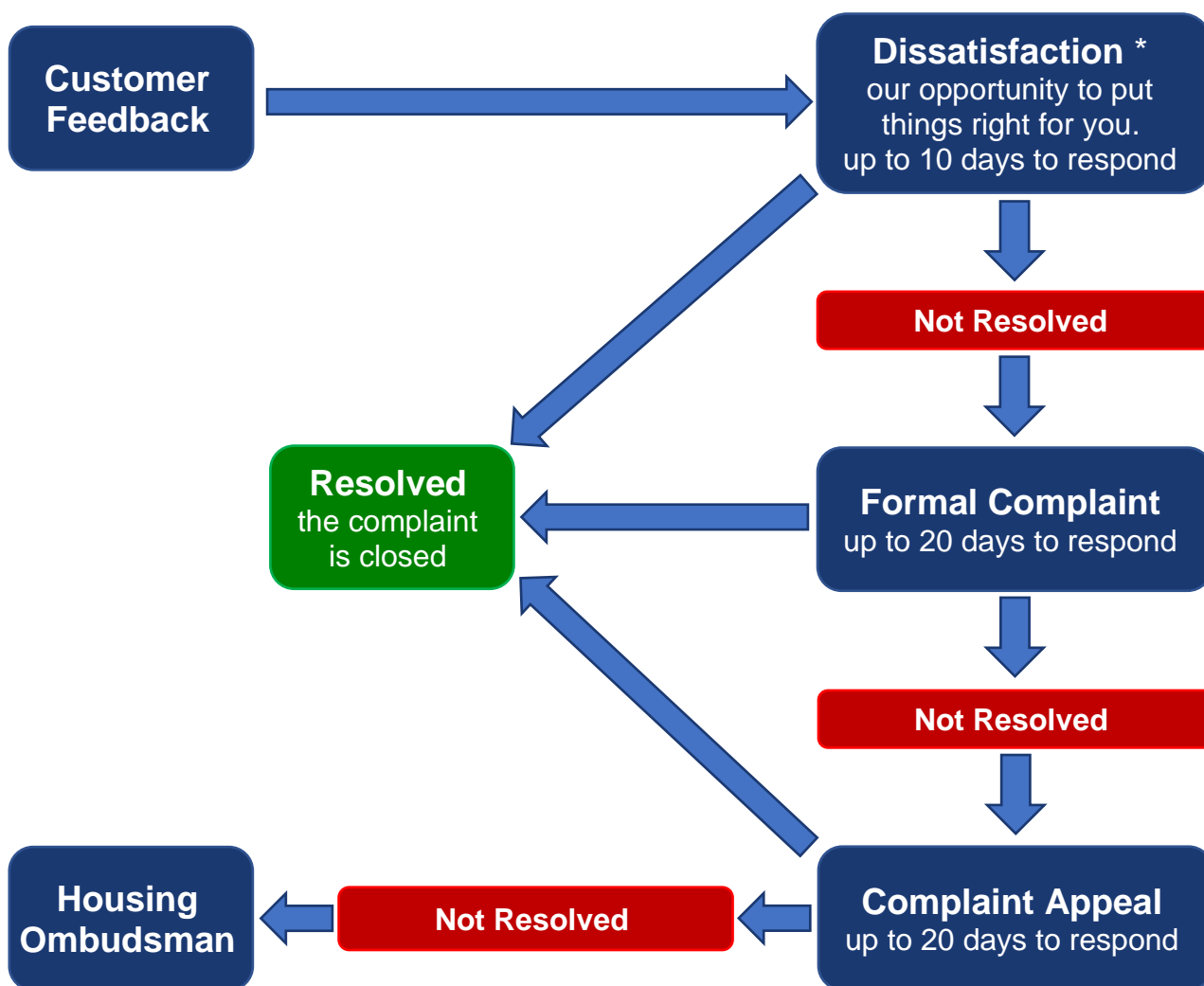
The full Complaints Policy is available on our website at www.rooftopgroup.org

The Housing Ombudsman

Our complaints process is regulated by the Housing Ombudsman. You can contact the Ombudsman at any point in our complaints process for impartial advice. The Housing Ombudsman will not normally investigate a complaint until you have exhausted this process.

Rooftops Complaint Process

The picture below shows a simplified version of the complaints process and the time scales you can expect.



* Sometimes we may treat your feedback as a formal complaint straight away, depending on the issue that you have contacted us about.

‘days’ mean working days, which are Monday to Friday, excluding Bank Holidays. Sometimes we may extend the resolution period beyond 20 days, but we should always contact you first to agree an extension.