

## SERVICE STANDARDS

### What you can expect from our COMPLAINTS SERVICE

#### *We Will:-*



Accept your complaint whether you make it in writing, over the phone, via email, using our web site, by fax or in person



Write to you within 3 working days confirming receipt of your complaint and tell you who will be dealing with it.



Send you a formal response within 10 working days.



Tell you how to escalate your complaint if you are not satisfied with the outcome.

***If you would like to complain or give us feedback about an element of our service, we will deal with it, promptly, politely and fairly, in the first instance contact Customer Service***

**Telephone: 01858 414500**

**Or email: [info@sevenlockshousing.co.uk](mailto:info@sevenlockshousing.co.uk)**

**Deborah Bennett**  
Executive Director

**Sarah Conway**  
Chair of the Board

**Dated 5th March 2010**