



Complaints Procedure

WHEN THINGS NEED SORTING OUT

We are committed to providing you with the highest level of service possible, but sometimes, things can go wrong. By letting us know when you have a problem, we can work with you to understand what's happened and put it right. This easy-to-use guide tells you how to make us aware of your views so that we can address any concerns you may have, quickly and professionally. The first thing you need to do is contact us and let us know what part of our service you are unhappy with. You can report your concerns to us by phone, in writing by post, or you can send us an email. We will aim to resolve any issues immediately, however if this is not possible, your concerns will then be escalated to a manager, who will investigate the matter.

HOW DO I REPORT A COMPLAINT?

When we receive your complaint, we will,

- Send you a written acknowledgement within three working days which will outline who is responsible for investigating the issues raised.
- Collate as much information as possible and liaise with the various departments involved to establish all the facts.
- Send a detailed response within fifteen working days, informing you of the outcome and ask if the suggested resolution is satisfactory. If we need more time to resolve your concerns however, you will receive a written explanation for the delay. All complaints are kept confidential and will be dealt with in a fair and unbiased way. If we do not hear from you within eight weeks of our response, we will assume the matter has been resolved and the complaint will be closed.

Should you have concerns in the meantime however, please contact the member of staff whose name appears on the letter of acknowledgement.

WHAT HAPPENS NEXT?

Customer complaints procedure - lettings
Touchwood Homes (UK) Limited
45 North Road
Southall
Middlesex, UB1 2JL
Phone: 0208 5740270
Email: info@twhomes.co.uk