

### **What do I do if I am unhappy with something Great Places has done or delivered?**

Let us know either through our website online form, use our new Chat Bot, email or call us to let us know

### **What if I want to make a formal complaint to Great Places?**

Our complaint process has 2 stages

You can let us know about your complaint by using our on line website form please follow this link <https://www.greatplaces.org.uk/contact-us/compliments-and-complaints/how-to-make-a-complaint>

Email the customer feedback team [customerfeedback@greatplaces.org.uk](mailto:customerfeedback@greatplaces.org.uk) or call us

Great Places will always strive to resolve customer complaints as quickly as possible but recognise that customers may remain dis-satisfied. We are committed to working with customers and the Ombudsman service to reach a resolution.

### **What will happen next?**

The Customer Feedback will take ownership of your complaint, you will receive an acknowledgement from the team within 3 working day this will include a case reference number and their contact details. They will also call you to discuss your complaint and make sure we have all the information to progress your complaint.

### **How long will my complaint take to deal with?**

We usually aim to investigate your complaint and respond within 10 working days. Sometimes complaints may take longer to investigate and resolve. If this is the case the customer feedback team will let you know and keep in regular contact with you and keep you updated.

### **What do I do if am not happy with the response?**

If you feel that we haven't answered or resolved your complaint let us know and tell us why you think we haven't resolved it. It helps if you can let us know what a resolution looks like for you. You can email us directly or call us to start the next stage.

### **How long will a stage 2 complaint take?**

We will aim to deal with a stage 2 complaint within 20 working days. If we can resolve sooner we will but often stage 2 complaints can be more complex and take longer.

The customer feedback team will keep you updated and be a point of contact for you whilst we investigate.

Stage 2 complaints are investigated by a new person, someone not previously involved in your complaint.

### **What do I do if I still don't feel like my issue/complaint has been resolved?**

You can seek advice and assistance from the Housing Ombudsman service. They currently ask that you contact them 8 weeks after the closing of the landlords complaints process. They are looking to change this and the website has lots of useful information.

**What do I do if I am a Leaseholders/Homeowner/Market rent customer?**

It is the same process but there are different options if you remain dis-satisfied with Great Places complaints process.

Options include

Housing Ombudsman Service <https://www.housing-ombudsman.org.uk/>

The Property Ombudsman Service <https://www.tpos.co.uk/>

First Tier Tribunal <https://www.gov.uk/housing-tribunals>