

# HOW TO MAKE A COMPLAINT

This leaflet tells you the steps you need to take to make a complaint.



My Space Housing Solutions aims to offer a great service to all our tenants.



Sometimes we might get things wrong, or you might be unhappy at the way we've done something.

If you are not happy with something about the service you've received, you should tell us as soon as possible. You can write your complaint in the box or email it to [info@myspacehousing.org](mailto:info@myspacehousing.org)



**MYSPACE**  
HOUSING SOLUTIONS



A large white rectangular area intended for writing a complaint.

# THERE ARE THREE STEPS TO OUR COMPLAINTS PROCEDURE

## 1 PUTTING IT RIGHT

We will try to find a quick and easy way to sort out your complaint.

## 2 INVESTIGATION

If we can't sort out your complaint easily, we will ask a Manager to help. They will look into your complaint and give you an answer within 10 working days.

## 3 REVIEW

A Senior Manager will look into your complaint if:

- All or some of your points have not been investigated properly
- All or some of the agreed actions have not been carried out within the agreed timescales
- My Space have not responded to your complaint within the agreed timescales

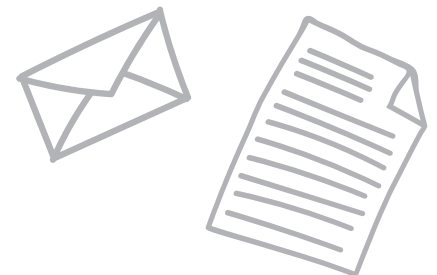
Once we have looked into your complaint properly, our Head of Operations will send you a letter telling you what we have decided.



If you are still not happy with the way we've handled things, you have the right to ask a tenant panel or independent person to look at your complaint, or to contact the Housing Ombudsman:

Housing Ombudsman Service  
PO Box 152  
Liverpool L33 7WQ

☎ 0300 111 3000  
✉ [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)  
[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)



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### CUMBRIA OFFICE

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