

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, call us or email it to info@myspacehousing.org



THERE ARE **THREE** **STEPS** TO OUR **COMPLAINTS**

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 at your complaint and give you an answer within 10 working days.

3

REVIEW

A Senior Manager will look at how your complaint has been handled if you feel we haven't helped your properly or quickly enough.



WHAT HAPPENS NEXT?

Once we have looked into your complaint properly, we 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 the Housing Ombudsman to look at your complaint.

Housing Ombudsman Service
PO Box 152
Liverpool L33 7WQ

0300 111 3000



www.housing-ombudsman.org.uk/residents/make-a-complaint/