



Our 'putting things right' offer and standards

We want to consistently deliver all our services but recognise there may be times where we don't fully meet your expectations. Our 'putting things right' offer and standard shows how we'll handle any problems and help you to understand the level of service to expect from us as we work with you to resolve this.

We will....



provide you with a variety of ways to tell us how we're doing (freephone telephone, email, text, website, social media, your online account, letter or face to face), as well as through our satisfaction surveys and customer engagement opportunities.



aim to respond to your problems when you first tell us, or if not by the end of the next working day. Where this is not possible or you have requested a formal investigation, we will handle these through our [complaint process](#) with the investigating lead getting in touch by the end of the next working day.



respond to your complaint within 10 working days, contacting you by phone to discuss our outcome and following this up by email or letter.



be clear when handling your complaint about what options you have for progressing your issues, including how to contact the Housing Ombudsman service.



respond to enquiries or complaints made by MP's or Councillors on your behalf within seven working days.



use your feedback from complaints, compliments and satisfaction surveys to help us learn and improve our services.

We know we've been successful in delivering our offer and standards when....



you are consistently rating us 6 and above out of 10 for how we handled your complaint.



we're resolving 95% of your complaints within the timescales of our policy.