

Comments, complaints or compliments

Make a difference – tell us what you think

We'd like to hear what you think about our services. If you're happy with a particular service, please let us know, or you may just have a comment or suggestion on how we could improve.

We also know that sometimes things can go wrong and that our service has failed, so if that's the case please let us know what's happened.

You can contact us in the following ways:

By telephone: **01952 217100**

Online: www.wrekinhousingtrust.org.uk

By email: complaints@wrekinhousingtrust.org.uk

In person: At any of our local shops and offices

In writing: **The Wrekin Housing Trust, Customer Contact Centre, Colliers Way, Old Park, Telford, TF3 4AW**

Complaints

In most cases we try to resolve service failures immediately.

Where we can resolve the problem straight away, we'll do so and let you know what we've done. So that we can do this, please make sure that, where possible, you can give us a contact phone number.

If we can't resolve the problem straight away, we'll look into and resolve your complaint in line with our service failure procedure as follows:

- We'll give you the name and contact details of a manager responsible for resolving your complaint. A manager will contact you within 24 hours to discuss your complaint so we can understand what you'd like us to do about putting it right.
- Within five working days of receiving your complaint we'll resolve your complaint in full. If we can't do this we'll tell you why there is a delay and when you can expect it to be resolved.

We'll treat you with courtesy and respect, and we ask that you treat us in the same way.

Ombudsman

If you're unhappy with the outcome of your complaint, we can advise you about applying to the Independent Housing Ombudsman Scheme, of which we're a member.

Please note: The Ombudsman will normally only consider your complaint if you have gone through our complaints procedure first.

The Ombudsman's address is:
The Independent Housing Ombudsman
Norman House
105-109 Strand
London, WC2R 0AA Tel: 0300 111 3000

Compliments:

If you are happy with a service or the quality of the service we have provided or the people who provided the service, please let us know.

Comments:

You can suggest improvements we can make or suggest changes you think we should make service delivery, or give an opinion on what we do.

Queries:

There may be something you want to know, or a question you need to ask.

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