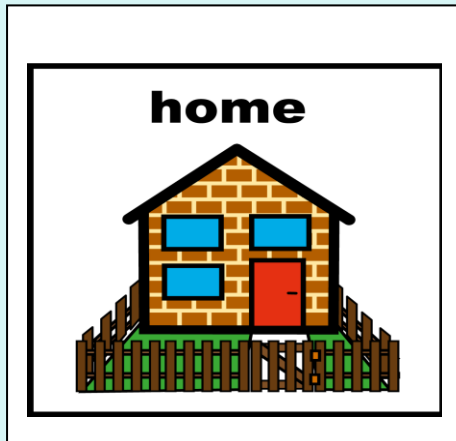


Easy Read Complaints Policy





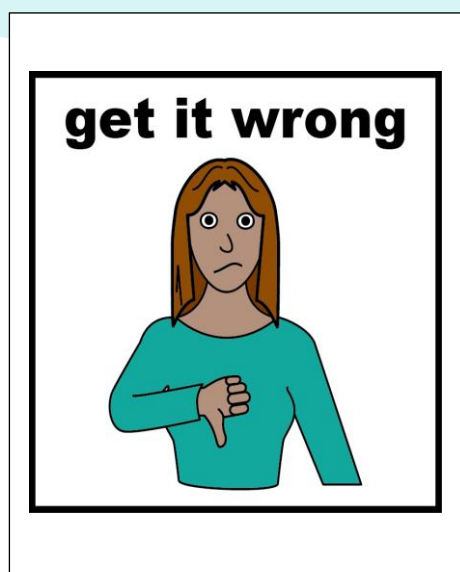
We look after your house and you can tell us if you are not happy.



This tells you how to tell us if you are not happy with how we do things.

This is called a complaint and we will tell you how we will try to make things better.

What is a complaint?



You may be unhappy because:

- We do something in the wrong way.
- We do something that should not have been done.
- We do not do something that should have been done
- We want people to tell us if they are unhappy – it helps us get better.

Who can help you make a complaint?



- A member of staff
- A family member or friend
- A support worker
- Someone who supports you in making decisions.

How to make a complaint...

Speak to a member of staff or a manager. We can usually answer your questions and put things right quickly.

Ways you can make a complaint;

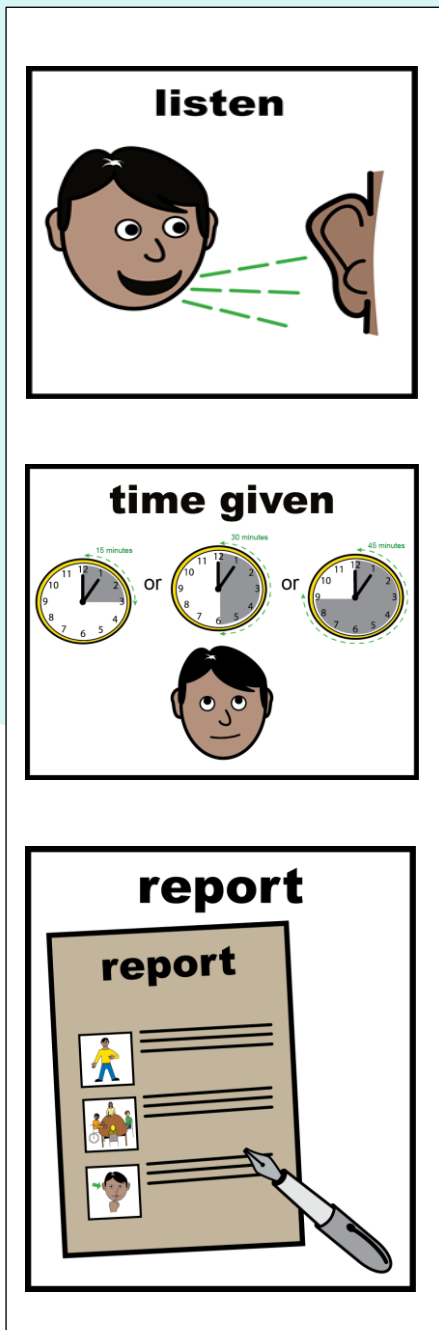


- Telephone: 0208 255 5220
- email: enquiries@residehousing.com
- contact us: www.residehousing.com
- message us on Social Media:
- <https://twitter.com/ResideHousing>
- <https://www.facebook.com/residehousingassociation>

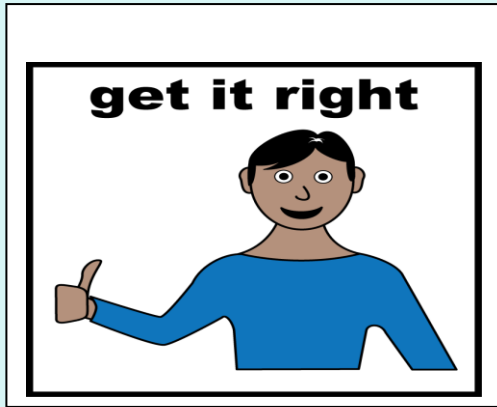


You can also write to:
Reside Housing Association, Mason House, 18 Lower Teddington Road, Hampton Wick, Kingston upon Thames, KT1 4EU

When you make a complaint we will:

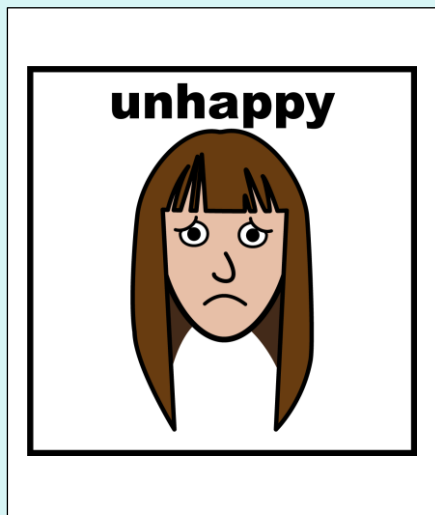


- Let you know we have got your complaint.
- Make sure we understand why you are unhappy.
- Work as quickly as we can.
- Let you know what we have found.
- We will talk to you, if we can, about how we will make changes.
- We can support you and tell you what we are doing at each stage.
- We will be fair to you.



- When we get things wrong we will say so, we will say sorry and explain what went wrong and put things right.
- We will listen and learn from what you say to us.

If you are still not happy....



You can tell us and ask us to look at what we found again.

Someone else will then look at what we found.

If you are still unhappy you can ask someone else to check how we listened and acted. The Housing Ombudsman Service do this for us and you can tell them you are still not happy:

The Housing Ombudsman Service

81 Aldwych

London WC2B 4HN

Tel: 0300 111 3000

Fax: 020 7831 1942

Minicom: 020 7404 7092

E-mail: info@housing-ombudsman.org.uk

Website: www.housing-ombudsman.org.uk