

What you can expect from us

Habinteg is committed to providing a high quality service to our customers and aim to resolve complaints in a fair and timely manner the first time you contact us about it.

If you wish to make a complaint, we will:

When you contact us we will:

- ensure our complaints policy and compensation policy is clear, simple and accessible;
- aim to put things right as soon as possible if things go wrong. If we are unable to resolve your complaint to your satisfaction on your first report, your complaint will be escalated;
- acknowledge your formal complaint within 2 working days and aim to respond within 10 working days, or issue a holding letter explaining why if this is not possible;
- carry out customer satisfaction surveys to help find out what people think of the way their complaints were handled and how we can improve;
- publish the number of formal complaints we have received and any learning from complaints in Habinteg's *Annual Report to Tenants* and through our *Update* newsletter.

Service standard targets

Actions	Timings
Acknowledge formal complaint	2 working days
Provide a full response to a complaint or issue holding letter	10 working days



How can you be sure that Habinteg is meeting these service standards?

We will:

- use our in-house management performance systems to ensure we are meeting timescales,
- regularly monitor tenant satisfaction via surveys carried out by a third party,
- provide performance reports to the Executive Management Team monthly and quarterly to the Board,
- invite involved tenants to review performance and periodically scrutinise Habinteg's complaints service and standards.

Contact us

Sign up to your online Habinteg account for easy access to our services, visit my.habinteg.org.uk, or our website habinteg.org.uk.

