

How to make a complaint to settle.

We are committed to providing brilliant services, but we know that sometimes things go wrong. We want to hear from you when this happens so that we can put things right as quickly as possible.

You can complain to us in whatever way works best for you. You can also have a friend or representative contact us on your behalf as long as you have given us permission to speak to them about your complaint.

However you choose to make a complaint, we'll always follow the same steps, which are explained overleaf.

Different ways to make a complaint:

Call us: 0330 343 0016

Email us: customer.service@settlegroup.org.uk

Write to us:

settle, Blackhorse Road, Letchworth Garden City, SG6 1HA

Fill in a form on our website:

www.settlegroup.org.uk/contact-us/make-a-complaint

The Housing Ombudsman Service

The best way to get your complaint resolved is by talking directly to us. However, you can also contact the Housing Ombudsman for help and advice at any time. Their service is free, independent and impartial. If you've gone through both stages of our complaints process and remain unhappy with the outcome, they will consider investigating it for you. You can contact the Ombudsman directly on:

Tel: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Address: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

Website: www.housing-ombudsman.org.uk

Complaint procedure steps:

Resolve Right Now

We'll always do our best to resolve your concern as quickly as possible. If there is a straightforward answer or quick fix, we will work with you to resolve it within 5 working days.

Stage one

If a bit more investigation is needed, a member of our complaints team will look into your complaint and respond in writing within 10 working days. Where more time is needed to resolve your complaint, we will agree this with you.

Stage two

If you are unhappy with our response, you can ask to escalate your complaint to Stage two. It will then be reviewed independently by a member of our Leadership Team who will respond in writing within 20 working days. Where more time is needed to resolve your complaint, we will agree this with you.

The Housing Ombudsman Service

If you are unhappy with the final outcome of your complaint, you can contact the Housing Ombudsman Service who will consider investigating it for you. Their service is free, independent and impartial. You can contact the Ombudsman directly on:

Tel: 0300 111 3000

Email: info@housing-ombudsman.org.uk

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