

# How to make a complaint to settle.

**We're committed to providing the best service possible but we know 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, we accept complaints by phone, by email, live chat, our social media platforms and through our website and in person.

You can talk to anyone who works for settle about your complaint and they will make sure the details are passed to our customer resolution team.

You can also have a friend, family member or representative contact us on your behalf as long as you have given us permission to speak to them about your complaint.

We want to make it as easy as possible for you to get your complaint resolved. If English isn't your first language, we can arrange for a translator during discussions with us and also arrange translations of documents into another language.

We can provide printed copies of information about your complaint, our policies and other information about our work in large print or Braille. Please let us know if you would like us to arrange this. We will always do our best to provide information in the format that works best for you.

## Different ways to make a complaint:

**Call us:** 0330 343 0016

**Email us:** [customer.service@settlegroup.org.uk](mailto: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](http://www.settlegroup.org.uk/contact-us/make-a-complaint)

**settle.**



**Housing**  
Ombudsman Service

# 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.

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

## Stage one

A member of our customer resolution team will contact you within 5 working days to discuss your complaint and explain what will happen next. We'll let you know who your point of contact will be and provide you with a reference number. We will then investigate your concerns and agree the actions we can take to put things right.

We'll respond in writing within 10 working days from acknowledging your complaint. Where more time is needed, we may contact you to agree to extend this timeframe by up to a further 10 working days, clearly explaining why we need more time to resolve your complaint.

## Stage two

Our aim is to work with you to resolve all complaints at stage 1, however if you are unhappy with our response, you can 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 with our final response. Where more time is needed, we may contact you to agree to extend this timeframe up to a further 20 working days, clearly explaining why we need more time to resolve your complaint.

## Escalation to the Housing Ombudsman Service

If you are unhappy with the final response to 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:

**Call:** 0300 111 3000  
**Email:** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)  
**Write to:** Housing Ombudsman Service, PO Box 152,  
Liverpool L33 7WQ  
**Website:** [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

**Housing**  
Ombudsman Service