

# Customer feedback

Compliments and complaints



## Want to pass on a compliment?

Our team members are passionate about what they do. It makes their day when they receive praise for a job well done, so please do get in touch and let us know how we have impressed you.

## If you're unhappy

We want to hear from you if you feel we have let you down. We welcome the opportunity to put things right.


If you're unhappy with our service, please call us on 0300 111 7000. There are other ways to contact us if you prefer, however the quickest way is to talk to us.

## This is how you can contact us:

 **0300 111 7000**

 **info@greensquareaccord.co.uk**

 **greensquareaccord.co.uk**

 **Customer Care Team  
GreenSquareAccord  
Methuen Park  
Chippenham  
SN14 0GU**

We'll always try to resolve your issue immediately, but we may need a colleague in another team to investigate and come back to you directly. In this case, we will tell you their name and they will come back to you within two working days with a solution.

## Customer process

### STEP 1

#### Resolve

Talk to us and we will do our best to resolve your issue immediately.  
(2 working days)

### STEP 2

#### Customer Care Team

An expert customer care specialist will call you to fully understand the issue, investigate what's gone wrong, and personally case manage your complaint until it's fully resolved.  
(10 working days)

### STEP 3

#### Executive Review

We will consider escalation to an executive to review whether the case was handled fairly and reasonably.  
(5 working days)

### STEP 4

#### Housing Ombudsman

Tenants and leaseholders can escalate to the Ombudsman if you think we have not handled your complaint correctly.

## Improving

Throughout the process, we'll use our learnings from your complaint to improve how we do things.

## Customer Care Team

If your complaint is complex or you are not satisfied with the previous response, it will be passed to our dedicated Customer Care team.

A specialist from the Customer Care team will call you to discuss the complaint over the phone. Talking through problems can help our specialist team understand the issue better and potentially offer you a quicker resolution. If we can't reach you by phone, we'll send you an acknowledgement of your complaint within two working days of receipt.

Together, we'll agree when and how best to keep you updated on progress and will always aim to respond to you within ten working days. If we find we are at fault, we will be open and honest. We will explain what went wrong and why and – importantly – we will say sorry and let you know what we are doing about it.

## Executive review

If you are unhappy with the response from our Customer Care team we will consider escalating your complaint for a final executive review. An executive member of the team who has not previously been involved in the case will review and consider whether it has been handled fairly and reasonably. This will be done within five working days of notification of escalation. If we cannot or decide not to escalate your complaint we will explain why.

## External support

If you remain unhappy with our response and you are a tenant or housing applicant, you can refer your complaint to a designated person. A designated person helps you review your complaint by considering the GreenSquareAccord response, and could be:

- **Your local MP**
- **A local councillor**
- **A recognised tenant panel**

## Housing Ombudsman

Once you have exhausted our complaints procedure, and eight weeks after receiving our final response, if you remain unhappy with the outcome you can escalate to the

Housing Ombudsman Service. For more information about the Housing Ombudsman service, including how they might be able to support you before you reach the end of our complaints procedure, please use the following contact information:



**0300 111 3000**



**info@housing-ombudsman.org.uk**



**www.housing-ombudsman.org.uk**

## What we do with your comments

We want to understand what things have gone wrong and how we are improving to stop similar issues happening again. Our Customer Care team do this by reviewing the complaints we receive on a regular basis.

The team track the changes being made and monitor how effective they are. We regularly consult with customers to improve our service, and complaint feedback is used to help us select the topics for consultation.

We share our changes and learnings in relevant customer forums, including our customer Annual Review. We ensure learnings we take from complaints are used to make improvements to our services for customers, including using your feedback to update our policies and procedures.

## Accessibility

We want all our customers to receive brilliant service. We are always looking for new ways to make it easy to interact with us and to offer further support should you need it. Please get in touch if you would like to receive information on translations, large print, text phone and other ways we can communicate with you.



**Green  
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Accord**



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