



ALPHA HOUSING
SERVICES LTD

info@alphahousingservices.co.uk



01823 270661



COMPLAINTS LEAFLET

Do you have a complaint?

COMPLAINTS

We value your feedback.

This leaflet gives you a step-by-step guide to filing a complaint, so that we can help resolve your issue as soon as possible.

WE'RE HERE TO HELP





Unhappy with our service?

Talk to us

We always try to do everything we can to make sure you receive the best possible service. But we know that sometimes we don't always get things right the first time. If you're not completely happy about anything, we'd like to hear about it straight away, so we can try to put it right for you and improve our service.

We take complaints seriously. If you want to make a complaint - whatever it's about – we'll give it our full attention and we'll make sure it's dealt with by someone with the right knowledge and experience.

What to do

If you're not happy with any aspect of our service, you can choose how you tell us about it. Whichever way you contact us, we'll start investigating straight away.

By phone

If you own a property in a residential estate or block managed by us, you can call us on **01823 270661**.

Online

Visit www.alphahousingservices.co.uk and click on the 'Contact us' link on the homepage. Click on 'Complaints Form' under 'Have A Complaint' and you'll then be able to write to us using our online form.

In writing

You can write to us at the address below.

Alpha Housing Services Limited

1st Floor

1 Chartfield House

Castle Street

Taunton, Somerset

TA1 4AS





What we'll need to know

So that we can get to the bottom of your complaint straight away we need as much information as possible. To help us do this, please try to include the following information when you contact us:

- Your contact details, including any daytime phone numbers
- The property or block to which it concerns
- What your complaint is about
- Any names or dates you've noted if you've already spoken to someone about this problem
- What you'd like us to do to put things right.

What we'll do next – Our in-house Complaints Procedure

We'll do our best to resolve your complaint straight away. If we can't we'll keep you updated step-by-step.

Step 1

We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

Step 2

We will then investigate your complaint. This will normally be dealt with by a manager who will review your file and speak to the member of staff who dealt with you. We'll keep you updated regularly, but if you have any questions you'll be able to contact the team dealing with your complaint directly.

Step 3

A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.

Step 4

If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.

Step 5

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

Resolution

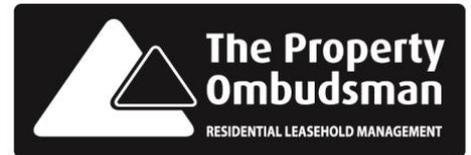
We hope to fully resolve complaints and put things right. If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.



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The Property Ombudsman

The Property Ombudsman (TPO) scheme has been providing consumers and property agents with an alternative dispute resolution service for 27 years and provides consumers with a **free, impartial** and **independent** alternative dispute resolution service. To find out more about the service visit www.tpos.co.uk.



The Property Ombudsman Ltd
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Tel: 01722 333 306

Email: admin@tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

Alpha Housing Services Limited

Registered Office: 1st Floor, 1 Chartfield House, Castle Street, Taunton, Somerset TA1 4AS

Alpha [Housing Services Ltd](http://www.alphahousingservices.co.uk)

T: 01823 270661 E: info@alphahousingservices.co.uk W: www.alphahousingservices.co.uk

