



SAXON  
WEALD

# Making a complaint



We take pride in providing good customer service, however, we know that occasionally things can go wrong. Here is some information on how to make a complaint and what you can expect from us. A copy of our full complaints policy is available on request.



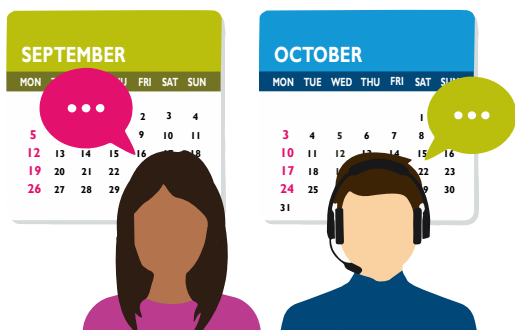
## How to Complain

*Simply contact us telling us:*

- ▶ what the problem is, giving details where possible, such as dates / names
- ▶ what you would like to see happen next
- ▶ how best to contact you

Please provide as much detail as possible.

Our contact details are on the back of this leaflet.



We ask that you bring any problems to our attention within eight weeks of the issue occurring. This is to ensure that the matter is fresh in your mind.

## Help making your complaint

If you are not confident about communicating your complaint, you are entitled to have a friend, family member or other advocate act on your behalf. We will need your permission to share your information with this person. You can find our permissions form on our website or call us for a copy.



There is also advice on making a complaint on the Housing Ombudsman's website [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk).



## Our complaints procedure

We try to deal with complaints quickly and fairly. At Saxon Weald we operate a two stage complaint process. We will consider and respond to all complaints within 10 working days of receiving them (this is known as stage one). In the unlikely event that you are not happy with our response, we will refer the issue to our Customer Experience team (this is known as stage two). They will investigate your complaint and respond within 10 working days of it being referred to them. This will be our final response to the issue.



## Still dissatisfied?

If you have been through our complaints process and are not satisfied, you have the right for your complaint to be considered by the Independent Housing Ombudsman. You can contact the Ombudsman at any time for impartial advice.



### The Housing Ombudsman

**Housing Ombudsman Service**  
**PO Box 152, Liverpool L33 7WQ**

**Telephone:** 0300 111 3000

**Email:** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

## Unacceptable behaviour by complainants

We reserve the right not to consider a case if the complainant acts in an unreasonable, rude or aggressive manner, or where the complaint is frivolous, or has already been closed.





Saxon Weald is charitable community benefit society  
(reg no. 7971) and is regulated by the regulator for social housing.

Information correct at January 2023

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TENANT ENGAGEMENT EXPERTS  
**tpas**  
member 2022-2023