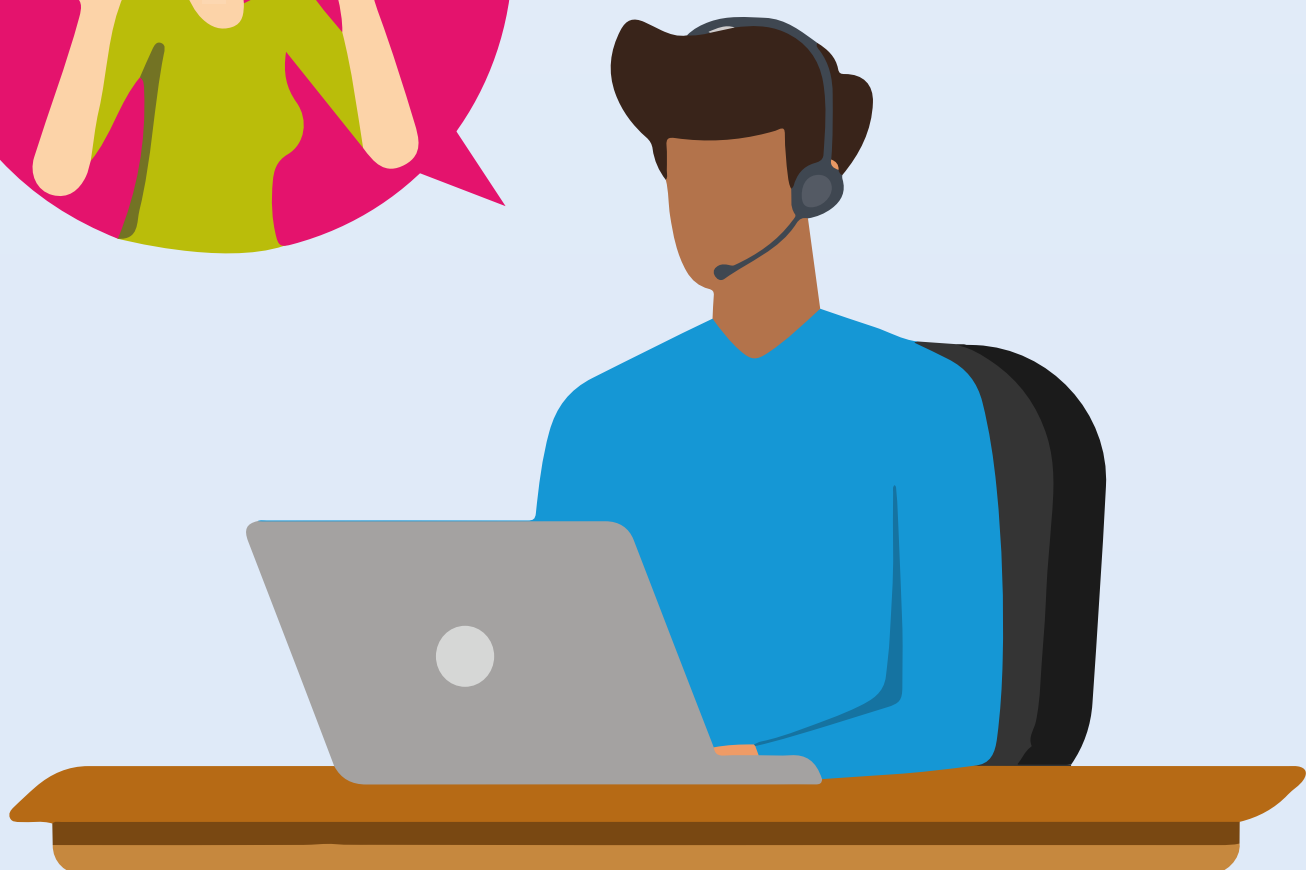


Easy Read



SAXON WEALD

Complaints Process



How do I make a complaint?

Contact us by:



- **Email:**
hello@saxonweald.com



- **Phone:**
01403 226000



- **Post:**
Saxon Weald House
38-42 Worthing Road
Horsham
West Sussex
RH12 1DT



- **Web message:**
www.saxonweald.com/contact-us/

Help making a complaint



If you don't feel confident telling us about your complaint, then a friend or family member can act on your behalf.



We just need your permission to allow this to happen.

Click [here](#) to fill out the permissions form.

What do I have to do?

Your Name:

Phone Number:

Email Address:

Address:

Your Message:

Simply tell us:

- Your contact details
- What the problem is
- What you would like to see happen next

Tell us as much about the problem as possible and how best to contact you.



You have up to 8 weeks after the problem happened to tell us about it.

This is to ensure the issue is fresh in your mind.

What Saxon Weald will do



We aim to respond to you within 10 working days.

Most problems are resolved at this point.



If you are still unhappy then our customer experience team will investigate further.



They will respond within 10 working days.

What if I'm still unhappy?

Housing Ombudsman Service

If you are still unhappy, your complaint can be considered by the Housing Ombudsman.



The Housing Ombudsman helps people resolve disputes without going to court.

The service is free and fair.



You can contact the Housing Ombudsman at any time during a complaint.

The Ombudsman will only investigate after 8 weeks from you getting our response.

How do I contact the Housing Ombudsman?

You can contact them by:



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



- **Phone:**
0300 111 3000



- **Post:**
Housing Ombudsman Service
PO Box 152
Liverpool
L33 7WQ



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

Information correct at December 2021

Saxon Weald

Head office: Saxon Weald House,

38-42 Worthing Road, Horsham, West Sussex, RH12 1DT

Tel: 01403 226000 | Email: hello@saxonweald.com | www.saxonweald.com

