

Easy Read



SAXON WEALD

Complaints Process



How do I make a complaint?

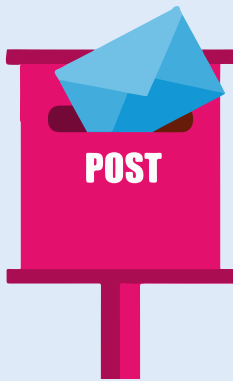
Contact us by:



- 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.



If you need extra help with your complaint due to a disability, health condition, or other circumstance, please contact us. We can:

- arrange a sign language interpreter
- agree on specific times to get in touch



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 12 months after the problem happened to tell us about it.



What Saxon Weald will do



We aim to acknowledge your complaint within five working days.

After that, we aim to respond to you within 10 working days.

Most complaints are resolved at this point.



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



After they acknowledge your complaint, they will respond within 20 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.



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 1484
Unit D
Preston
PR2 0ET



Should you require a large-font, braille, audio or OpenDyslexic font version of this document, please contact:

marketing@saxonweald.com.



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