

Complaint Resolution Policy



Our aim is to provide you with outstanding customer service, however we understand that occasionally things can go wrong. If this happens, we understand how frustrating it can be and we want to work with you to put things right. We promise to learn from any complaint that we receive to make sure it doesn't happen again.



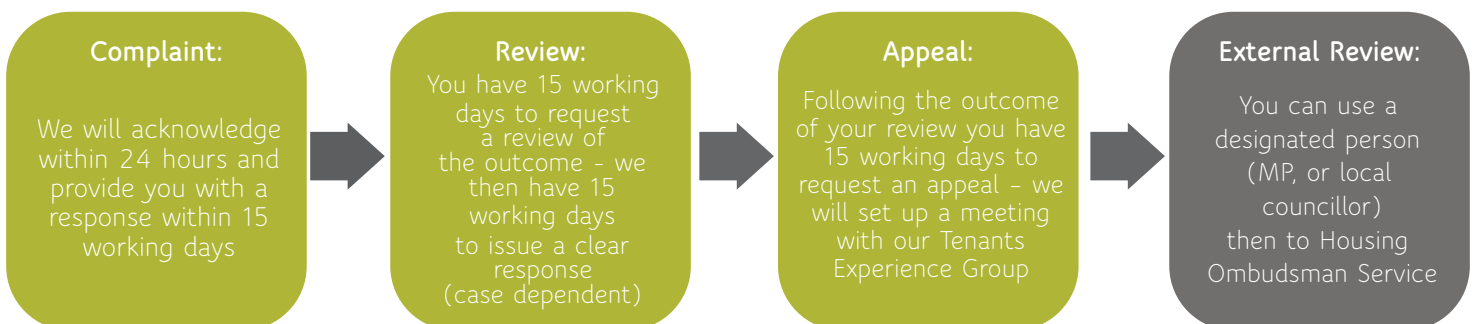
Our definition of a complaint is: ***"you remain dissatisfied with our service after we have had the opportunity to put things right"***. This means that we will do our best to resolve your concerns as soon as we are aware of your issue. If we are unable to put things right at this stage, we will manage your concern as a formal complaint.



Our commitment to putting things right includes:

- You can tell us about your complaint in a way that is convenient to you;
- We act in a fair and understanding manner when dealing with your complaint;
- We work with you to find a mutually agreeable resolution;
- We will clearly communicate with you and keep you informed;
- The opportunity to have your complaint heard by our Tenant Experience Group;
- We will learn from complaints and improve the services we deliver;
- We publish our complaints information and what we have learnt on our website.

The stages of a formal complaint:



This policy covers the Flagship Group and its subsidiaries which include: Flagship Homes; Suffolk Housing Trust; Victory Housing Trust; Flagship Housing Development; Gasway Services; RFT Services and any other contractors we may use to provide a service on our behalf.