



Empowering People.  
Inspiring Communities.

## Compliments and Complaints

## **Are you happy with the service that we provided you?**

We take your views seriously and want to hear from you if you have:

- Had a bad experience with us.
- Had a great experience with us.
- Any suggestions about how we can improve our services.

## **Compliments and Suggestions:**

You can submit a compliment or suggestion any way you like, either over the telephone, via our website, email, face-to-face or using this leaflet and the 'Comments Box' that we have situated in our Reception area.

To do this, complete and tear off the form opposite and pop it in the 'Comments Box.'

## **Your Right to Complain:**

We treat all complaints seriously. If you have a complaint you have a choice of ways in which to notify us. You can:

- Complete the form opposite and pop it into the Comments Box on Reception.
- You can email, use our website, text or write us a letter.
- You can ask someone else, such as Citizens Advice or a friend, to complain on your behalf – but make sure that they have your written consent first, as we will need a copy of this to process your complaint.

We cannot investigate complaints unless they are made in one of the ways described above.

We will write to acknowledge your complaint within 3 working days, telling you who is going to be investigating it. We will then try to resolve your complaint and respond to you within 10 working days.

If it takes longer, we will keep you informed of progress.

## Comments Form:

I am making a:

Suggestion:  Compliment:  Complaint:

Name:

Address:

Telephone:

Email:

Please give as much details as you can below:

Thank you for taking the time to complete this form. Please post this in the Comments Box provided.

If you would like a full copy of our Customer Service and Complaints Policy, please visit our website at:  
[www.epichousing.co.uk](http://www.epichousing.co.uk)

### EPIC Contact Details

[mailbox@epichousing.co.uk](mailto:mailbox@epichousing.co.uk)

01782 252575

Emergency Repair line  
0800 694 0434

Please let us know if you would like this leaflet in an alternative format, for example large print.

January 2019