

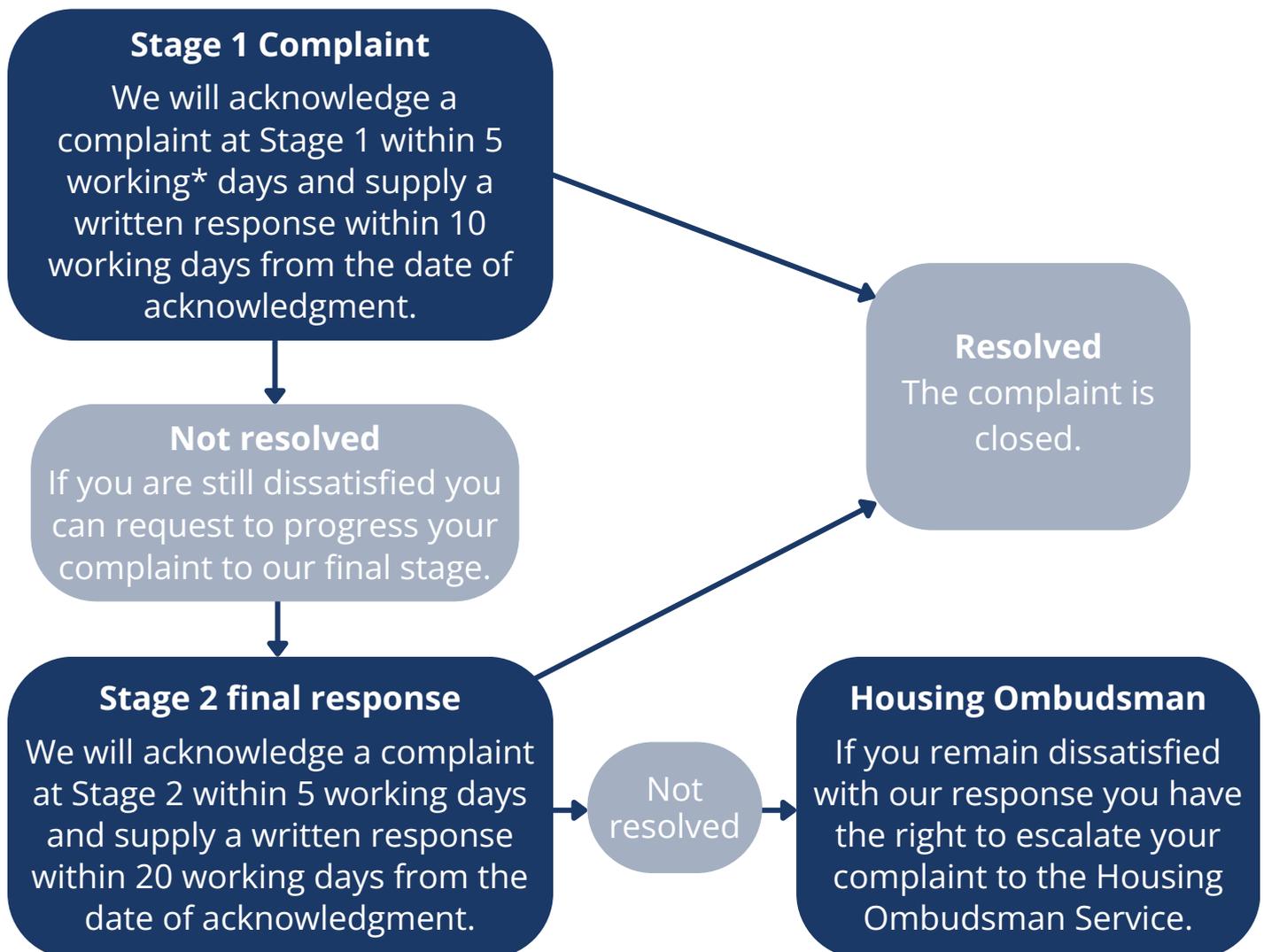
Complaints - a guide for customers

It is important to us that you are happy with the service we provide, but sometimes things do go wrong. When this happens, we want to ensure we put things right promptly and that we learn from your experiences.

Our approach is based on the Housing Ombudsman's dispute resolution principles

- Be fair
- Put things right
- Learn from outcomes

Rooftop has a two stage complaints process



*working days are Monday to Friday, excluding Bank Holidays.

Any staff member can raise a complaint for you. Alternatively, you can email us generic.mail@rooftopgroup.org.

Complaints - a guide for customers

We adhere to the Housing Ombudsman's Complaint Handling Code. This enables us to meet your rights as our customer.

Rooftop's approach to complaints

- We have adopted the Housing Ombudsman's definition of a complaint. A complaint is an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by Rooftop, its own colleagues, or those acting on its behalf, affecting an individual or group.
- If we need to extend the timescale for our complaint response, we will contact you to explain why. Any extension will be no more than 10 working days at stage 1, or 20 working days at stage 2.
- You or an advocate can complain to us in person, over the telephone, by email, by letter, or via our website.
- Each complaint is considered on an individual basis. There are some circumstances where we wouldn't consider something a complaint. This can be where we have already considered an issue through our complaints process, where the complaint relates to reporting anti-social behaviour, or relates to something over which we have no control.
- If a complaint is not accepted, we will provide an explanation setting out why.
- Where we do accept a complaint, we will contact you as early as possible at each stage to understand the outcome that you are seeking to enable your involvement and to facilitate a swift resolution.
- In both of our complaint stages we will confirm the complaint stage, complaint definition, decision on the complaint, the reasons for our decision, details of any remedy offered, details of any outstanding actions, and how to escalate the complaint if you remain dissatisfied.
- If our complaint process is exhausted and you remain unhappy, then you have the right to escalate your complaint to the Housing Ombudsman Service.

How to contact the Housing Ombudsman Service

- Visit the website www.housing-ombudsman.org.uk and complete the online form.
- Call on 0300 111 3000 phone lines are open Monday, Tuesday, Wednesday, Friday 9am to 5pm. Thursday 9am - 3.30pm. Lines will be closed for staff training every Thursday from 3.30pm to 5pm. Calls are recorded for training and monitoring purposes.
- Write to: Housing Ombudsman Service, PO Box 1484, Unit D, Preston PR2 0ET

We will then work with the Ombudsman to address your complaint.