

1. What is a complaint?



A complaint is when you tell us you are unhappy about a service and you want a response from us

You may be unhappy because:

- We did something wrong
- We did something that you think we should not have been done
- We have not done something that you think we should have done

2. Contact:



Talk to the West Herts Homes Housing Team on 01442 244484



If you prefer, someone can make contact with us on your behalf...



Someone who has legal or statutory authority to act on your behalf



An organisation who we have a business relationship with



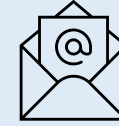
Any person or organisation who has a relationship with West Herts Homes

3. Other ways to contact us:

West Herts Homes office and the Complaints department



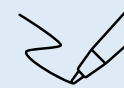
Call: 01442 244484



Email: complaints@whh.org.uk



or use our website form: www://whh.org.uk



Write to:

West Herts Homes
Enterprise House
Maxted Road
Hemel Hempstead
Herts
HP2 7BT

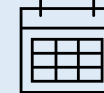


**WEST
HERTS
HOMES**

Complaints Policy

Easy Read Guide to making a Complaint

4. Our Response:



We will respond to your complaint within 20 days



We follow a 2 Stage Complaints Policy



We want to treat you fairly and put things right for you



We will be sensitive, discrete and protect your personal data



We hope you are happy with our response and your issue has been resolved