

# Complaints and feedback

Residents, leaseholders and all other Cottsway customers can expect a high standard of service from us. If you feel we have got something wrong or given you poor service, please tell us. If we make a mistake, we want to have the opportunity to put things right, quickly and fairly. We welcome your feedback, your views are important and will help to improve our services

## Our Policy

You can give us your feedback or make a complaint on our website, by phone, email, letter or in person.

We will always aim to:

- Acknowledge your complaint.
- Ask you at the start what outcome you are hoping for.
- Inform you of what action we will take to bring your complaint to a satisfactory conclusion.
- Resolve your complaint quickly and fairly. You will always have the chance to discuss the matter personally, and the right to be accompanied by a relative, friend or advisor.

## How we respond to complaints

Our complaints procedure has two stages:

### **Stage 1: to be completed within ten working days**

A customer service advisor will acknowledge a complaint shortly after it is received. Once this has been logged, the advisor has two working days to investigate the feedback and either offer a resolution, or pass the matter on to one of our complaint handlers.

If the matter has been passed on, the customer will be informed and introduced to the person who has taken over their case. At this point the handler has the remaining eight days to reach a satisfactory outcome with the customer before moving on to Stage 2. We will make a courtesy call five working days into this investigation stage as a way of keeping our customers updated.

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## Stage 2: to be completed within five working days

The complaint is passed to a senior manager who will phone the customer to introduce themselves, review the complaint and will aim to reach a satisfactory resolution within five working days.

## Housing Ombudsman Service

If you are unhappy with the outcome after our complaints procedure has been completed you may take your complaint to the independent Housing Ombudsman Service.

You can contact the Ombudsman:

By phone: 0300 111 3000 (lines are open Monday to Friday from 9.15am to 5.15pm)

By email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Or write to: Housing Ombudsman Service, 81 Aldwych, London, WC2B 4HN.

## Learning from complaints

An important part of any service is the feedback after it has been completed. With this in mind, you will receive a satisfaction survey, either by phone call or text message.

All feedback and information will be regularly passed on to the relevant team managers in order to put in place any necessary improvements.

## Positive feedback

If you have had a positive experience and want to send feedback, please contact us by phone, email, or via our social media. By telling us about it, we can make sure it keeps happening!

We would like to encourage all our customers to continue to give us feedback about our services, your views are important and will help us improve our services.

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[www.cottsway.co.uk](http://www.cottsway.co.uk)



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Cottsway Housing Association is a registered society under the Co-operative and Community Benefit Societies Act 2014.  
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