

Complaints, Compliments & Comments



If you are unhappy about something

Try and speak to the person you would normally deal with or to the member of staff you know is dealing with the issue that you're unhappy about.

If you're unsure who to speak to, contact our customer services team and they'll be able to help or direct you to the right person:

e-mail

enquiries@crownsimmons.org.uk

post/in person

First Floor, Aissela, 46 High Street, Esher Surrey KT10 9QY

telephone 01372 461440

text 07507 507 441

web crownsimmons.org.uk

Experience shows us that in many instances problems arise from a misunderstanding that can usually be cleared up and rectified quite easily.

If, unfortunately, an informal discussion or approach doesn't resolve the problem to your satisfaction you may wish to pursue matters further by making a formal complaint to Crown Simmons Housing.

Making a formal complaint

When you first contact us to make a formal complaint it will be officially logged and allocated to a specific member of staff who will investigate and try to resolve matters for you.

If you'd like help making a complaint

We'll be happy to provide you with assistance, or put you in touch with outside agencies to help you make your complaint.

Stage 1

This is when you first contact us about making a formal complaint. We will investigate and try to resolve the matter as soon as possible, taking the appropriate action to try and put things right.

Please be sure to tell us:

- **What has happened**
- **Why you're dissatisfied**
- **What action you would like taken to put things right**

We will acknowledge receipt of the complaint under Stage 1 within 3 working days, and will provide a full written response within 10 working days.

If, after 20 working days of our response to stage 1, the complainant has not asked for the complaint to be escalated to stage 2, the complaint will officially be recorded as resolved, and closed.

Stage 2

Stage 2 is the final stage of our complaint process. We will acknowledge a request for a review under Stage 2 within 3 working days and provide the complainant with a full written response within 15 working days.

In Stage 2 a review will be carried out by a senior manager who has not already been directly involved in the matter.



Should you remain dissatisfied after the Stage 2 review, you have the right to request that a designated person consider your complaint.

They can try to resolve the complaint themselves in whichever way they think may work best by making contact with Crown Simmons directly. A designated person can be an MP or local councillor but none are required to act as a designated person if they do not wish to do so.

Once a complaint has been closed it cannot later be re-opened or escalated to the next stage in the complaints process.

If 8 weeks have passed and you are unhappy with both how Crown Simmons and your designated person dealt with your complaint, you may also contact the Housing Ombudsman.



Your local councillors and MPs can be found at writetothem.com
The Ombudsman's details can be found at housing-ombudsman.org.uk

e-mail enquiries@crownsimmons.org.uk
post/in person First Floor, Aissela, 46 High Street, Esher Surrey KT10 9QY **telephone** 01372 461440
text 07507 507 441 **web** crownsimmons.org.uk
facebook & twitter [crownsimmons](https://www.facebook.com/crownsimmons)
open Mon - Fri, 9am - 5pm **repairs** 01372 619519
gas & heating (BSW) 0800 012 6991