



We aim to provide the highest possible standard of service for all of our customers and welcome all feedback (good or bad) and any suggestions you may have for how we can improve. There are many different ways that you can get in touch with us to tell us how you feel:

**post/in person** Crown Simmons Housing, First Floor, Aissela, 46 High Street, Esher Surrey KT10 9QY

**telephone** 01372 461440

**text** 07507 507 441

**e-mail** enquiries@crownsimmons.org.uk

**web** crownsimmons.org.uk

When we get something wrong, we want to put it right. Usually things are resolved by contacting us and talking through your concerns with a member of staff. If unfortunately it is not resolved, then we have a two-stage, formal complaints process.

#### Who can make a complaint?

A complaint can be made by anyone who is affected by us or any of the companies working on behalf of Crown Simmons, this includes:

- Residents
- People applying to rent or buy a home with us.
- Family, friends and those who are acting on behalf of residents or other customers.
- Anyone who uses or receives a service

## General Enquiries

### post

Crown Simmons Housing

First Floor

Aissela

46 High Street

Esher

Surrey

KT10 9QY

† 01372 461440

e enquiries@crownsimmons.org.uk

w crownsimmons.org.uk

facebook.com/crownsimmons

twitter @CrownSimmons

open Mon - Fri, 9am - 5pm Closed

Weekends & Bank Holidays

Repairs 01372 619519

BSW Heating 0800 012 6991

## Direct Contacts

**Ellie Melham (Neighbourhood Manager)**

01372 461 446

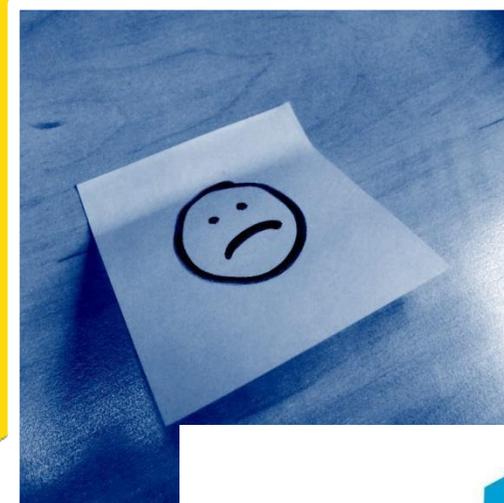
ellie.melham@crownsimmons.org.uk

**Pippa Claydon (Property & Assets Manager)**

01372 461 454

pippa.claydon@crownsimmons.org.uk

## Compliments, Comments and Complaints



Crown  
Simmons

## 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 just contact our customer services team on **01372 461440** and they'll be able to help or direct you to the right person.

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 would 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.

We will automatically close a formal complaint and officially record the matter as having been resolved, unless the complainant has contacted the association and asked for it to be escalated to the next stage within 20 working days of our response under Stage 1.

## **Stage 2**

We will acknowledge receipt of 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.

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

Stage 2 is the final stage of our complaints process. Should you remain dissatisfied with the review, you have the right to request that the complaint be considered by a designated person. A designated person can be an MP or a local councillor but none of these is actually required to act as a designated person if they do not wish to do so.

Their role is to try and resolve a complaint in one of two ways:

They can try and resolve the complaint themselves in whichever way they think may work best by making contact with Crown Simmons directly.

Or you can contact the Independent Housing Ombudsman, only if 8 weeks have passed since you complained to the Crown Simmons Housing.

A list of local councillors can be found at [www.writetothem.com](http://www.writetothem.com) and a list of MPs can be found at [www.findyourmp.parliament.uk](http://www.findyourmp.parliament.uk)

The Ombudsman's contact details are:  
Independent Housing Ombudsman  
81 Aldwych  
London  
WC2B 4HN  
Tel: 0300 111 3000  
Fax: 020 7831 1942  
Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

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