

## Giving us your views

We like to get feedback from customers so that we can make our services better.

If you have a comment, compliment or complaint, please share it with your Housing Officer or another member of staff.



Alternatively, you can contact the **Customer Services Team** by:

- Phone: 0333 012 4307
- Email: [customer.services@advanceuk.org](mailto:customer.services@advanceuk.org)
- Filling out the 'Comments, Compliments and Complaints' form on the 'Customers' section of our website: [www.advanceuk.org](http://www.advanceuk.org)
- Writing to 'Customer Services Team' at  
Advance  
Enkalon House  
86-92 Regent Road  
Leicester  
LE1 7DD

Please include your contact details:

- name
- phone number
- address or email

This is so we can reply to you.



## Comments and Compliments

- If you have an idea, comment, or compliment about our service, we would love to hear about it.
- We will give your comments and compliments to the relevant staff. We will let you know we have received your feedback within 5 working days.



## Complaints

Don't worry about making a complaint. Please remember that:

- It is OK to complain
- Complaints help us to make our services better
- We will listen to you and you will be taken seriously
- You and everyone involved in a complaint will be treated fairly
- You will not lose your service if you make a complaint
- We will not tell anyone about your complaint unless they are involved in looking into it
- You can ask a friend or family member to contact us if it makes it easier.



If you make a complaint, here is **what will happen next**:

### Stage 1

1. We will acknowledge (recognise) your complaint within 5 working days.
2. We will look into your complaint and reply to you within 15 working days. We will write to you, or use a different contact method if you prefer.
3. If we need longer to investigate your complaint, we will let you know within 15 working days.



### Stage 2

If you are not happy with stage 1 of our complaint process, a Senior Officer will speak to you and try and resolve the complaint.

If this is unsuccessful, you can ask for your complaint to be looked at by a **Complaint Panel**:

1. Contact us within 15 working days of receiving your stage 1 response, and let us know you wish to **appeal** (challenge) our decision.
2. We will acknowledge your complaint within 5 working days. We will tell you when the Complaint Panel will meet. We will tell you who will be on the panel and how you can attend if you want to.
3. The Complaint Panel will look at your complaint within 1 calendar month.



4. We will let you know what the Complaint Panel have decided within 10 working days of the meeting. We will write to you, or use a different contact method if you prefer.



### Stage 3

If you are not happy with our response at stage 2 of our complaint process, you can contact an **ombudsman** who will investigate your complaint.

An **ombudsman** is an independent person (someone who does not work for Advance) who will look into your complaint.



For complaints about **Housing** (stage 3), contact:

Housing Ombudsman Service  
PO box 152  
Liverpool  
L33 7WQ

**Telephone:** 0300 111 3000 (Monday to Friday, 9:15am - 5:15pm)

**Email:** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

For complaints about your **Support Provider** (stage 3), contact:

The Local Government and Social Care Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

**Telephone:** 0300 061 0614 (Monday to Friday, 8:30am - 5:00pm)

**Fill in an online form:** [www.lgo.org.uk/complaint-form](http://www.lgo.org.uk/complaint-form)