



Creating communities,
empowering lives

How to make a complaint

Delivering a great experience to our customers is top of our agenda. In fact, we have big ambitions to become a top ten provider of customer service in the UK.

But we understand that sometimes we may not get it quite right and if that happens, we will listen, learn and take prompt action to put matters right as quickly as possible.

We provide a simple, fair and consistent approach to all complaints and we use the learnings to drive service improvements across our business.

How do I make a complaint?


You can get in touch by:

- Logging your complaint at www.abri.co.uk/complaints
- Calling our Customer Contact team on **0300 123 1567**
- Email us at customerresolutions@abri.co.uk
- Speaking to one of our colleagues face to face
- Writing to us at: Abri, Collins House, Bishopstoke Road, Eastleigh, Hampshire, SO50 6AD


What will happen?

Your complaint will be acknowledged within a maximum of 5 full working days by our Customer Relations Team. The process and expected timescales will be clearly explained.

- **Stage 1** – your complaint will be assigned to a dedicated Complaints Officer who will investigate your concerns by working with the relevant areas of the business. We will contact you to explain the outcome and what will happen next.
- **Stage 2** – whilst we resolve most of our complaints at Stage 1, you have the right to ask for a further review if you are not satisfied with the outcome. At this stage, your complaint will be reviewed by a senior colleague at Abri or by a Panel of customer peers.



Whilst you are waiting for your complaint to be investigated, your Complaints Officer will keep in regular contact and will provide updates on the progress.



If we need more time to investigate, we will contact you to let you know and explain the reasons why.

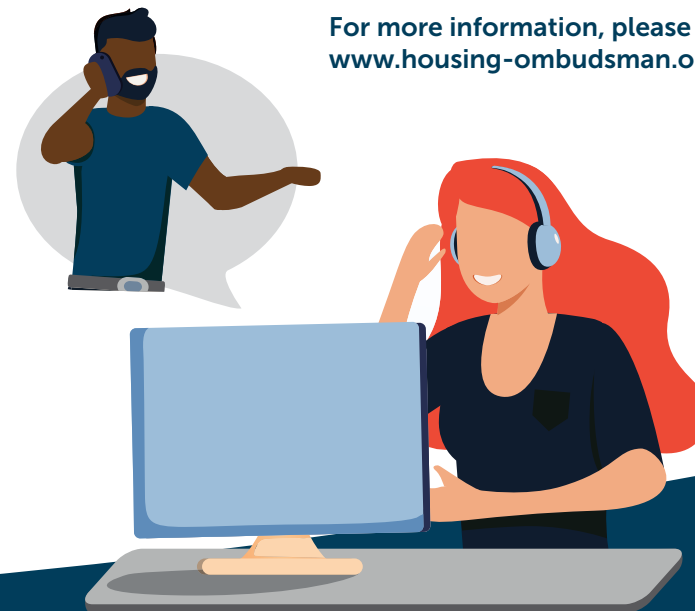
How long does it take to review and resolve complaints?

- **Stage 1** - we aim to resolve to your complaint within 10 working days from the point we acknowledge it.
- **Stage 2** - we aim to resolve to your complaint within 20 working days from the point we acknowledge it.

What if I'm not happy with how Abri handle my complaint?

At any point during the process you can refer your concerns to the Housing Ombudsman who help to resolve disputes involving tenants and leaseholders of social housing providers. Their service is free, independent, and impartial.

For more information, please visit:
www.housing-ombudsman.org.uk.





Abri is the trading name of Abri Group Limited (a Registered Society under the Co-operative and Community Benefit Societies Act 2014, no. 8537 and a charitable registered provider with the Regulator of Social Housing no. L4172) and The Swaythling Housing Society Limited (a Registered Society under the Co-operative and Community Benefit Societies Act 2014 no. 10237R and a registered provider with the Regulator of Social Housing no. L0689). Registered office: Collins House, Bishopstoke Road, Eastleigh, Hampshire SO50 6AD.

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The Swaythling Housing Society Limited provides management services for subsidiaries in the Abri group. Further corporate information is available at www.abri.co.uk.