

# Customer feedback

## Compliments and complaints



### Want to pass on a compliment?

Our team members are passionate about what they do. It makes their day when they receive praise for a job well done, so please do get in touch and let us know how we've impressed you.

### If you are unhappy

We want to hear from you if you feel we've let you down. We welcome the opportunity to put things right.

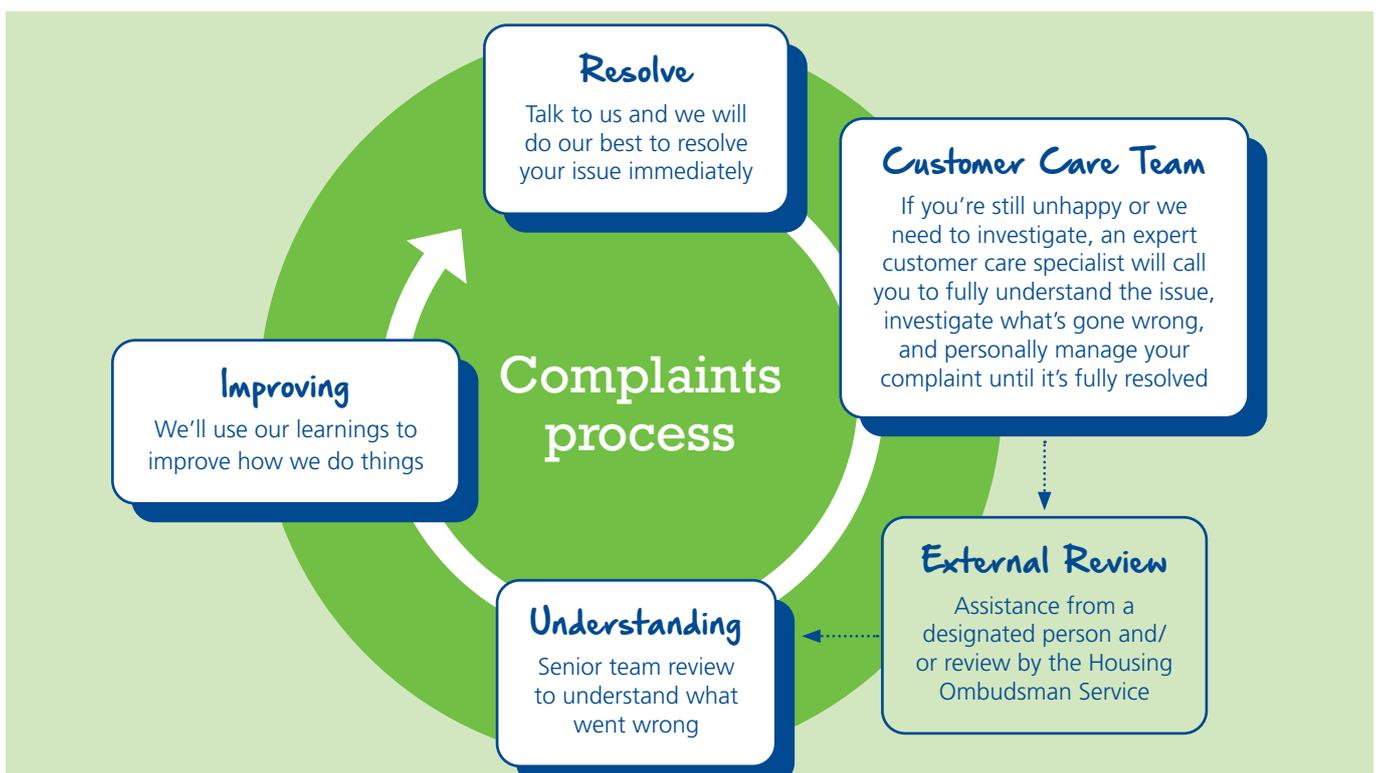
If you're unhappy with our service, please call us on 01249 465465.

There are other ways to contact us if you prefer, however the quickest way is to talk to us.

### This is how you can contact us:

- ☎ 01249 465465
- ✉ info@greensquaregroup.com
- 🖱 my.greensquaregroup.com
- 📄 Customer Care Team  
GreenSquare Group  
Methuen Park  
Chippenham  
SN14 0GU

We'll always try to resolve your issue immediately, but we may need a colleague in another team to investigate and come back to you. In this case, we'll tell you their name and they will reply to you within five working days with a resolution.



## Customer Care team escalation

If your complaint is complex or you're not satisfied with the previous response, it can be passed to our dedicated Customer Care team.

A case manager from the team will call you to discuss the complaint over the phone. Talking through problems can help our specialist team understand the issue better and potentially offer you a quicker resolution. If we can't reach you by phone, we'll send you an acknowledgement of your complaint within 24 hours.

Together, we'll agree when and how best to keep you updated on progress. If we find we're at fault, we'll be open and honest. We will explain what went wrong and why and – importantly – say sorry and let you know what we're doing about it.

All escalations are reviewed by an executive director before our final response to your complaint is made. They will consider whether we've handled your complaint fairly and reasonably and ensure any learnings are taken forward to improve our service.

## External review

If you remain unhappy with our response and you are a tenant or housing applicant, you can refer your complaint to a designated person. A designated person helps you review your complaint by considering the GreenSquare response, and could be:

- Your local MP
- A local councillor
- A recognised tenant panel

## Housing Ombudsman

If the designated person is unable to help, they may refer your complaint directly to the Housing Ombudsman Service.

If the designated person refuses to refer your complaint and they put this in writing, you

can use this to refer the complaint directly to the Housing Ombudsman.

Alternatively, you can wait eight weeks from the date of our final response, at which point you are entitled to self-refer to the Housing Ombudsman. For more information about the Housing Ombudsman service:

 0300 111 3000

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

 [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

## What we do with your comments

Our team reviews customer complaints on a regular basis. We want to understand what things have gone wrong and how we are improving to stop similar issues from happening again.

Our Customer Care team tracks the changes being made and monitors how effective they are in improving our service to our customers. We regularly consult with customers to improve our service, and complaint feedback is used to help us select the topics for consultation. We will share our changes and learnings with customers in different ways including updates on our website and annual review.

## Accessibility

We want all our customers to receive brilliant service. We are always looking for new ways to make it easy to interact with us and to offer further support should you need it.

Please get in touch if you would like to receive information on translations, large print, text phone and other ways we can communicate with you.



 01249 465465

 [info@greensquaregroup.com](mailto:info@greensquaregroup.com)

 [my.greensquaregroup.com](http://my.greensquaregroup.com)