

# How we will handle your complaint

Gentoo Homes welcome your views about how we are delivering our services. We are committed to offering you a complaints service that is fair and accessible. This fact sheet gives you details on how you can make a complaint; and what you can expect from us once we have received your complaint.

## Valuing your feedback

### **When to complain:**

You should tell us if:

- We have not fulfilled the Gentoo Homes Guarantee as promised in your customer manual

## How to make a complaint

- Email [customercare@gentoohomes.com](mailto:customercare@gentoohomes.com) detailing your complaint, or:
- Write to us at the address below.

Please note – if you ask someone else to contact us on your behalf. We will need your permission before we deal with any other person.

## Service standards for complaints

### **Gentoo Homes aim to make sure that:**

- We deal with complaints fairly and transparently;
- We keep you up-to-date with all relevant information;
- We take your needs into account;
- We investigate your complaint fully and;
- We listen to your comments and use them to improve our products and services.

### **When you complain we will:**

- Acknowledge your complaint within 5 working days and let you know the name of the person handling your complaint;
- Deal with your complaint as soon as we can;
- Aim to resolve and respond to your complaint within 10 working days from the date of acknowledgment however if this is not possible agree an appropriate timescale and path to resolution;
- Learn from your feedback.

### **If you are unhappy with our final response, you can:**

- Appeal within 20 working days from the date of our final response letter to the Homes and Development Director who will review your complaint. You may be asked to provide more information before your appeal can be dealt with.
- If you are still unhappy at the end of our complaint procedure, you can take your complaint to the relevant Ombudsman Service or Regulatory Body. We will provide you with details of how to contact this service in your response letter.

## Contact us

Address: Gentoo Homes Ltd, Emperor House, 2 Emperor Way, Sunderland, SR3 3XR