

Making a complaint

Do you need to make a complaint or get independent advice?

If you've already spoken to us and would like independent advice or to take your complaint further, the organisations below may be able to help.

Housing Ombudsman Service

For complaints about Aster's housing services, including:

- Repairs and maintenance
- Damp and mould
- Complaints handling
- Estate management
- Customer service.

If you've completed Aster's complaints process and remain unhappy, you may be able to ask the Housing Ombudsman to investigate your complaint.

🌐 www.housing-ombudsman.org.uk

☎ [0300 111 3000](tel:03001113000)

✉ info@housing-ombudsman.org.uk

Energy Ombudsman

For complaints relating specifically to your heat network, including:

- Heat supply interruptions
- Billing or pricing
- Customer rights
- Standards of service.

The Energy Ombudsman can provide independent advice and investigate eligible complaints about heat network services.

🌐 www.energyombudsman.org

☎ [0330 440 1624](tel:03304401624)

✉ enquiry@energyombudsman.org

First-tier Tribunal (Property Chamber)

For disputes about service charges.

The Tribunal can make independent decisions about whether service charges have been applied correctly. Before making an application, you may wish to seek advice from the Housing Ombudsman.

🌐 www.gov.uk/courts-tribunals/first-tier-tribunal-property-chamber

Independent Dispute Resolution Scheme (IDRS) for New Build Homes

You may wish to contact the IDRS if:

- You have bought a new build home and believe the developer has not followed the Consumer Code for New Homes
- You have completed the developer's complaints process but remain unhappy with the outcome
- Your complaint is not covered by a structural warranty scheme
- You want an independent review without going to court.

For more detailed information and to apply to the IDRS, visit the CEDR website or contact them directly.

The IDRS is free to use and can require the developer to take action or make a financial award if your complaint is upheld.

 www.cedr.com



Information Commissioner's Office (ICO)

For concerns about your personal information or data protection, including:

- Accessing your personal data
- Data breaches
- How your information has been handled.

 www.ico.org.uk

Before contacting an Ombudsman

Most independent organisations will expect you to have given Aster the opportunity to resolve your complaint first through our complaints process.

If you haven't already done so, please visit our **complaints page** to find out how to raise a complaint, what you can expect from us, and how we'll work to resolve your concerns.

You can find out more [here](#).

