

OUR COMPLAINTS
SERVICE PROMISE

We know that there may be times when you aren't completely happy with the service we provide.

We'll do our best to resolve any issues but, if you're still not happy, and you would like to make a formal complaint, we will make it as straight forward for you as possible.

We'll let you know what you can expect from us right from the start, giving you a clear timeline and an outline of our next steps.

If you're still not happy we'll let you know how you can escalate your complaint.

We are committed to improving the services we provide and we make sure that we learn from every complaint we receive.

For more information, you can read our complaints policy by visiting www.aster.co.uk or you can call us on **0333 400 8222**.

WHEN SUBMITTING A FORMAL COMPLAINT,
WE PROMISE TO:

- Fully understand your complaint and work with you to resolve the issue
- Acknowledge your complaint by letter or email within two working days of it being recorded, supplying you with the name and contact details of the person leading the investigation
- Contact you within five working days of the complaint being allocated outlining the steps we will take to investigate your complaint
- Provide an offer of resolution by letter or email within 10 working days from the date your complaint was recorded, detailing the outcome of the investigation and any proposed actions to be taken
- Provide an escalation process if you're unhappy with the proposed resolution and, if the complaints process is exhausted, provide you with information on the next set of options available to you

