

Our complaints service promise

We know 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 acknowledge your complaint within two working days, and 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 take your complaint further.
- We are committed to improving our services and make sure we consider what we can learn from every complaint received.
- To find out more, read our complaints policy which you can find here:
Aster's Complaints Policy.

And **click here** to read the Housing Ombudsman Complaint Handling Code.

It's important to us that we build relationships based on respect and trust, which we aim to do in partnership with you, our customers.

We know people may act out of character in times of trouble or distress, but we ask that you don't use abusive language, place unreasonable demands on, or use aggressive behaviour towards our colleagues.

