

# Unhappy with our service?



**Please tell us and we will try to sort it out.**



**This leaflet tells you the different ways you can contact us to make a complaint...**

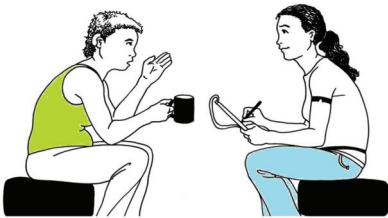
# Have you got a problem, are you unhappy with our service?

At Ability we try to offer you the best service we can. But sometimes things go wrong.

If you are not happy with something about your service, you can tell us about it. This is called making a complaint. It is important to complain so that we can put things right and improve the way we work.

## How to tell us if you have a problem

There are lots of ways you can tell us if you have a complaint. Where possible we encourage you to talk to your local staff who know you and will try to put things right.

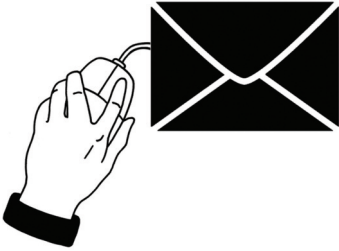


talk to your Support Worker or member of staff in you local office



talk to your Housing Services Officer

## Or you can:



send an email to:  
[complaints@  
ability-housing.co.uk](mailto:complaints@ability-housing.co.uk)



write a letter to:

Complaints  
Ability Housing Association  
The Coach House  
Gresham Road  
Staines  
TW18 2AE



fill out our complaints  
form on the Ability website:  
[www.ability-housing.co.uk](http://www.ability-housing.co.uk)



call: **01784 490910**

If it is difficult for you to tell us about the problem yourself, you can ask someone else to do it for you.

**This could be:**

- your friend
- a relative
- your local councillor
- Citizens Advice Bureau.

When we get your complaint we will try to put things right as quickly as possible.

Your complaint may need investigating, if so we will write to you, call you or visit you within **3 working days** of receiving the complaint.

We will try to sort out your problem within **10 working days**. If we need more time we will contact you.



Ability Housing Association  
The Coach House  
Gresham Road  
Staines TW18 2AE

Telephone: 01784 490910

Email: [complaints@ability-housing.co.uk](mailto:complaints@ability-housing.co.uk)

Website: [www.ability-housing.co.uk](http://www.ability-housing.co.uk)