

DO YOU NEED TO GIVE A COMPLIMENT OR MAKE A COMPLAINT?



ARE YOU DELIGHTED WITH THE SERVICE YOU'VE RECEIVED?

If you've experienced help or had especially good service and would like to compliment our staff we would love to hear your feedback, please let us know

Just fill in the online form at
<https://www.winchester.gov.uk/compliments>

Winchester City Council aim to provide its customers with good quality homes and services. It is important that any complaints are brought to our attention for a prompt and thorough investigation. It provides us with the opportunity to put things right and to learn from mistakes made. All complaints received are viewed positively to enable us to continuously improve the services we provide.

HOW TO RAISE A STAGE ONE COMPLAINT

You may have tried to resolve an issue with an officer or via the standard repairs feedback process unsuccessfully and now you're wanting to make a formal complaint.

- To raise a formal complaint: fill in the on-line complaints form at <https://www.winchester.gov.uk/complaints>
- Contact the Customer Service Centre for a printed copy on 01962 840 222
- Directly to an officer of the council
- Via social media - Facebook and Twitter
- In writing to Winchester City Council, Colebrook Street, Winchester, Hants, SO23 9LJ

Further details on complaints can be found at
<https://www.winchester.gov.uk/housing/complaints>