

# 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:  
[winchester.gov.uk/compliments](http://winchester.gov.uk/compliments)

We strive to deliver the best service and we hope you will never have reason to complain about Housing. But if you do, there is a process in place to ensure that all complaints are handled fairly and effectively and that we learn from what our customers say.

As a council, we are members of The Housing Ombudsman – an independent public body that



looks impartially at complaints within the social housing sector to ensure correct procedures are followed. You can also contact The Housing Ombudsman directly for assistance on making a complaint, or if you're not happy with the way we are handling your complaint.

Visit [housing-ombudsman.org.uk](http://housing-ombudsman.org.uk) for more details and advice.

## 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:  
[winchester.gov.uk/complaints](http://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:  
[winchester.gov.uk/housing/complaints](http://winchester.gov.uk/housing/complaints)