



How are
we doing?

Giving us feedback



curo

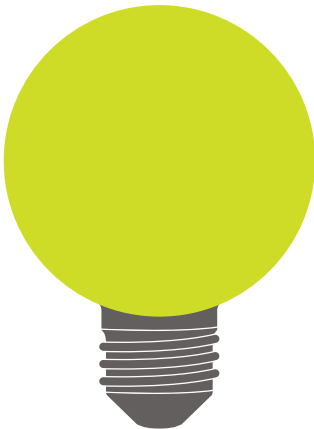
Giving us feedback

Compliments

We're always happy to hear that we did something well. We really appreciate compliments about our service. We share compliments with our colleagues to make sure we carry on getting things right.

Suggestions

If you can think of a way to improve our services, please let us know. We will always consider your suggestions and we'll let you know if we've been able to act on them.



Complaints

We see your complaints as valuable feedback on our services. If you make a complaint, we'll work with you to put things right as soon as we can.

Resolving your complaint

When we get a complaint, we look at the facts and try to find ways to put things right quickly.

Before we respond, we may need to research your complaint or ask everyone involved for more details.

If you sent your complaint by letter, Facebook, Twitter or email, we'll get in touch with you – either the same or the next working day – to let you know we received it. We'll discuss your complaint with you, to check we've got the details clear. We'll let you know what we plan to do next.

If we can't call you, we'll write to confirm we received your complaint. We'll do this by email or letter, within three working days.

We'll agree a date for getting back to you with suggestions for putting things right. We'll send our full response by this date.

Giving us feedback

Reviewing our response

Our aim is to resolve your complaint straight away. However, if you're unhappy with our response, we'll review it.

One of our senior managers will contact with you within three working days. They'll agree a date for getting back to you with their response.

The senior manager will look again at all the details and talk to you about how you want your complaint to be resolved.

You will receive their full response by the date agreed. This is Curo's final response on your complaint.

Taking your complaint outside Curo

If you want to take your complaint further, you need to follow the guidance set out in the Localism Act 2011.

This means that you must either:

- wait eight weeks after getting our final response, before contacting the Housing Ombudsman Service; or
- take your complaint straight away to a 'designated' person.

A designated person can be:

- your local councillor;
- any MP (member of Parliament) in England; or
- a designated tenant panel (if one has been set up).

We can give contact details for these people.

The job of a designated person is to review information supplied by you and by us, so that they can recommend how we should put things right.

They can also refer your complaint to the Housing Ombudsman, if they think this is the right thing to do.

Giving us feedback

The Housing Ombudsman

The Housing Ombudsman Service is a free scheme that handles complaints about registered housing providers such as Curo. They will only consider your complaint if you've followed our complaints procedure first.

We can give you contact details for this service.



Contacting us

If you want to give us a complaint, compliment or suggestion, you can do this in any of the following ways.

Write to us or call us at:

Curo
The Maltings
River Place
Lower Bristol Road
Bath BA2 1EP

T 01225 366000

E enquiries@curo-group.co.uk

Online at:

www.my.curo-group.co.uk

To make a complaint - select complaints from the 'Manage My' drop down menu. For compliments and suggestions use the contact us form on the 'contact' page.

Or using the form on our website,
www.curo-group.co.uk/feedback



NEED
HELP?

Book it, pay it, check it - get things done
quicker at MyCuro

curo-group.co.uk/mycuro

Live chat, Facebook, Twitter, email & more

curo-group.co.uk/contact

T: 01225 366000

Visit us in Bath, Keynsham and Midsomer Norton.
Addresses and opening hours online.

If you would like this information in an
alternative format please get in touch.