

**Penge Churches Housing Association**  
**‘providing good quality homes and housing services in the  
local community’**

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**Complaints Policy**

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We view complaints as an opportunity to improve our services. We aim to provide a quality service and get things right first time. Our complaints policy exists to deal with issues which cannot be resolved informally.

We will:

- Treat all complaints seriously and confidentially and investigate accordingly
- Deal with complaints within set timescales
- Deal with complaints fairly
- Advise complainants of the outcome of the complaint and any rights of appeal
- Be willing to take part in mediation or arbitration to resolve a dispute