

Unhappy  
with our  
service?

**ACCOMMODATION**  
YES | YOUR EMPOWERING 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**

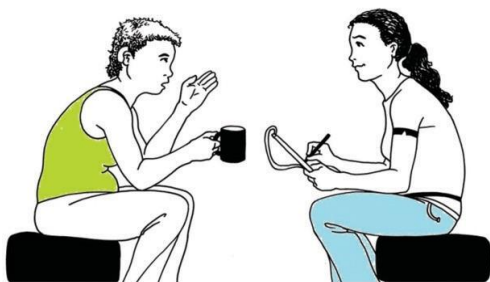


**Have you got a problem, are you unhappy with  
something to do with your home?**

At Accommodation-YES we try to offer you the best service we can, but **sometimes things go wrong.**

If you are **not happy** with us, 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



**Talk to your Housing Manager Darren**

**07513 825 029 or 01622 682535**

**Or you can:**



**Email:** [darren@accommodation-yes.com](mailto:darren@accommodation-yes.com)

**Write a letter to or visit Darren:**

Complaints  
Accommodation-YES  
17 Hart Street  
Maidstone  
Kent  
ME16 8RA





**Fill out our complaints form** and hand it to the Housing Manager, Landlord or bring it to our office.

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:

- a relative
- a friend

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 **5 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. If you are not happy with our response you can request Accommodation Yes to try and find another way to sort your problem out. This is called stage 2. We will write to you within 5 working days of you asking us to consider your complaint again and you will receive a final response within 20 working days.

## Taking your complaint further

If you are still not happy with what Accommodation Yes you can tell the Housing Ombudsman Service about your complaint.

They will try to resolve the problem.

The Housing Ombudsman Service can be contacted

Using the details below:

**Housing**  
Ombudsman Service



**Web:** <https://www.housing-ombudsman.org.uk/contact-us/>

**Email:** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)



**Tel:** **0300 111 3000**