

We're here to listen

Complaints, compliments & your suggestions

We want you to be happy with the services you receive and we want to know when we get things right. We want to improve on what we do by building on our successes and learning from our mistakes by:

- Listening to your feedback, good or bad
- Dealing with complaints efficiently and effectively
- Keeping you up to date with progress
- Being honest and open about the process

We will ensure that the most urgent consideration is given to complaints relating to harassment and discrimination.

If we fail to deliver on our promises, you may want to make a complaint, this leaflet tells you how to do it.

Stage 1 – Local Investigation

We have a team of Customer Service Co-ordinators to handle your complaint. If you want to make a direct complaint;

- Send a letter to the Customer Services Team (please see blue box)
- Email your complaint to:
hello@populoliving.co.uk
- Phone us on: 0207 112 8901

If you can't do this yourself, you can ask a friend or relative to help you.

We will always try to resolve your complaint on the day we receive it. If we need time to look into it, we will acknowledge that we have received your complaint within two working days. We will aim to provide you with a full response within ten working days. If we can't get back to you within that time, we will explain why and tell you how long it will take.

Stage 2

If you feel your complaint has not been handled correctly you can ask to progress to Stage 2. Depending on the nature of your complaint and your tenancy/ agreement with Populo Living, we will determine the next stage and inform you of this. This will usually be by a Senior Management review. If necessary we will advise you when it is appropriate to contact a designated panel or person, the Housing Ombudsman Service or a First-Tier Tribunal (FTT).

The Stage 2 Complaint will be reviewed by a Senior Manager. They will undertake a thorough and detailed investigation to ensure your complaint has been handled in a fair and appropriate manner and a written response will be provided within 20 working days.

Stage 3 – The Property Ombudsman

We genuinely hope that all concerns can be settled amicably between us. However, if you remain dissatisfied you may seek redress through The Property Ombudsman that provides a free, independent service for dealing with unresolved disputes.

The Property Ombudsman will not consider your complaint until you have exhausted our procedure.

Any referral to The Property Ombudsman must be made within twelve months of the date of our Senior Review letter. Their details are as follows:

The Property Ombudsman, Milford House,
43-55 Milford Street, Salisbury, Wiltshire SP1 2BP
www.tpos.co.uk

Populo Living, (Complaints) Customer Services
373 High Street, London E15 4Q

Contact us

hello@populoliving.co.uk | 020 7112 8901 | www.populoliving.co.uk

Customer feedback form

Name

Address

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Daytime contact no. Email:

The details of your feedback will remain confidential to Populo Living, contractors acting on our behalf and independent organisations that we occasionally ask to carry out quality checks.

Complaint Compliment Suggestion

What do you want to tell us? (use a separate piece of paper if needed)

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What do you think we should do?

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When you have completed this form, please return it to hello@populoliving.co.uk or:
Populo Living, Customer Services, 373 High Street, London E15 4QZ

Thank you for your feedback

A member of the Customer Services Team will be in touch with you within 2 working days.

Contact us

hello@populoliving.co.uk | 020 7112 8901 | www.populoliving.co.uk