



HOW TO COMPLAIN

Everything you need to know
about making a complaint to
YEUTAYICIC



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**YEUTAYICIC IS COMMITTED TO
PROVIDING GOOD SERVICE AND
WELCOMES FEEDBACK FOR IMPROVEMENT.**

**YOUR INPUT HELPS US REVIEW OUR WORK,
MAKE NECESSARY CHANGES, AND
CONTINUOUSLY IMPROVE OUR SERVICES,**



WELCOME

This leaflet provides a brief explanation of how we deal with complaints and the different ways complaints can be submitted.

DEFINITIONS

We consider that a **complaint** is:

- an expression of dissatisfaction about the service, actions, or lack of action by YEUTAYICIC or its staff, affecting individual residents or groups of residents.

A **service request** is when a customer contacts asks us to put something right, for example, a repair. This is not a complaint but if we fail to carry out the repair, it may become a complaint.

A **compliment** is an unsolicited expression of gratitude or praise for a member of staff or service area. It's always nice to receive compliments when we have done something well or exceeded your expectations.



FIRST STEPS

At Yeutayicic, our goal is to provide excellent service to our customers, however, we understand that sometimes things can go wrong. If our service falls below your expectations, we encourage you to let us know so we can make every effort to address any issues.

There are two options when reporting an issue:

- a quick resolution with an apology
- a formal complaint where we complete an investigation

You can submit a complaint by:

- calling our head office on **+44 7928 893772**
- emailing **yeutayicic@gmail.com**
- asking a member of staff for a **Feedback Form**
- visiting us or writing to us at **33 Fairy Lane, Manchester, England, M8 8YE**
- filling in an online form at **www.yeutayicic.com/policies**

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STAGE ONE COMPLAINTS

If you decide to make a formal complaint, we will acknowledge it within **five working days** of receipt.

We will provide you with the Case Reference Number and the name of the Investigating Officer.

The Investigating Officer will look into your complaint and report back to you with their findings within **ten working days**.

In more complicated cases, this may be extended by an **additional ten working days**, but we will keep you informed.

Any further extension will only be with '**good reason**' and be clearly communicated with a revised timeline, and the contact details of the Housing Ombudsman should you wish to challenge our decision.

If you are unhappy with our **Stage One** response, please let us know within **ten working days**, and your complaint will be escalated to **Stage Two**. The case will remain closed if we don't hear from you within this timeframe.

Complaint Form

Complainant's Name:

First Name

Last Name

Date of complaint

Date

Time of complaint

 :

Hour

Minutes

Complainant's Address

Street Address

Street Address Line 2

City

State / Province

Postal / Zip Code

Complaint Information

1

Description of the goods or service including make, model, type of service, purchase method etc.

2



2

STAGE TWO COMPLAINTS

If your complaint is not resolved to your satisfaction, you have the option to escalate it to **Stage Two**.

We will acknowledge your request within **five working days** of receipt and provide you with details of the the Senior Investigating Officer assigned to your case.

The Senior Investigating Officer will review your complaint and report back to you with their findings within **twenty working days**.

In more complicated cases, this may be extended by an additional **twenty working days**, but we will keep you informed.

Any further extension will only be with '**good reason**' and be clearly communicated with a revised timeline, and the contact details of the Housing Ombudsman should you wish to challenge our decision.



THE HOUSING OMBUDSMAN SERVICE(HOS) IS AN INDEPENDENT BODY THAT LOOKS INTO HOW LANDLORDS HAVE HANDLED COMPLAINTS.



THE HOUSING OMBUDSMAN

If you are unhappy with our response to your complaint at the end of **Stage Two**, you can contact **The Housing Ombudsman Service**.

You can do this by:

- calling **0300 111 3000**
- emailing **info@housing-ombudsman.org.uk**
- visiting **www.housing-ombudsman.org.uk**
- writing to: **Housing Ombudsman Service, PO 1484, Unit D, Preston, PR2 0ET**

You can contact the Housing Ombudsman at any stage of your complaint for further advice and assistance. You don't need to wait until the end.

There is a section on the Housing Ombudsman website dedicated to supporting residents.



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yeutayicic@gmail.com

**33 Fairy Lane, Manchester,
England, M8 8YE**