

### What to do if you are not happy with our response

Tenants and Leaseholders who are not happy with the Complaint Review Panel's response have the following choice:

- You can refer your complaint to a Designated Person who will review our response to your complaint and will either attempt to help resolve it, refer it directly to the Housing Ombudsman or decline to do either.

or

- you can refer your complaint directly to the Housing Ombudsman, but you must wait eight weeks after the response from our Complaint Review Panel.

## Important contact information

Name:

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Address:

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Email:

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Phone:

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Best method of contact:

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Tell us about your complaint / What would you like us to do about it? (Continue on a separate piece of paper if necessary):

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We are here to help you, so if you need any support in making a complaint, please ask a member of staff.

You can find our complaints policy at [www.wvht.co.uk/a-zofpolicies](http://www.wvht.co.uk/a-zofpolicies) or request a copy by telephone on **0300 3039 848**



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@weavervale

[www.wvht.co.uk](http://www.wvht.co.uk)

### Contact us

Tel:  
**0300 303 9848**

Web:  
[www.wvht.co.uk/contactus](http://www.wvht.co.uk/contactus)  
email:  
[enquiries@wvht.co.uk](mailto:enquiries@wvht.co.uk)

