

Complaints Guide

It is important to us that you are happy with the service we provide. Sometimes we do not always get this right and when this happens, we want to ensure we put this right promptly and that we learn to ensure we continually improve.

Our Promise

When responding to your complaint we will –

- Take your complaint seriously.
- Carry out a thorough investigation.
- Keep you informed throughout.
- Respect your choices in how you want to contact us
- Give you a clear explanation of how your complaint will be responded to.
- Be honest and open about what we are doing.
- Try to resolve your complaint as quickly and effectively as possible.
- Keep to the timescales we have agreed with you.
- Treat you with respect and keep any information you give us confidential.

The full Complaints Policy is available on the Rooftop website www.rooftopgroup.org

