

Our commitment to  
**YOU**

Our aim is to  
provide you with  
excellent services

We work hard  
to adopt a  
'right first time'  
approach

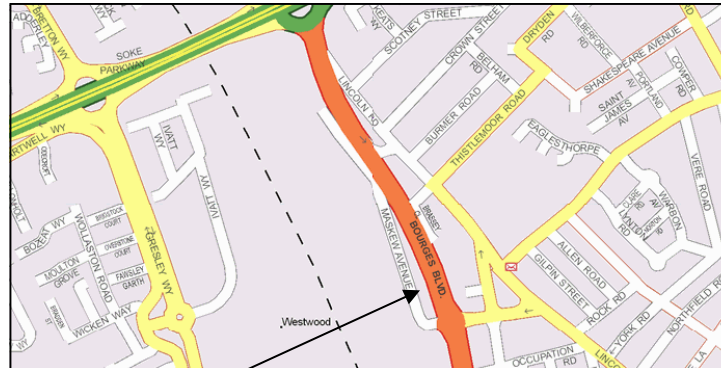


Axiom Residents' Forum  
(ARF) are always  
available to help or  
support you

Contact them on 01733 371891  
or email: [arfchris@yahoo.co.uk](mailto:arfchris@yahoo.co.uk)

For further information:

Contact  
Customer Services Team  
**01733 347135**



Axiom promotes the services of Language Lines for translation support. If you would like this information in another language, large print, Braille or audio please contact us.



Registered Address:

Axiom Housing Association Limited,  
Axiom House,  
Maskew Avenue, Peterborough PE1 2SX  
01733 347135

[www.axiomha.org.uk](http://www.axiomha.org.uk)



Registered as an except charity under the Industrial & Provident Societies Act 1965  
(No. 17971R) and with the TSA (No. L0395)



**Complaints**

We value our relationships

No matter how small  
your complaint may be,  
it will be handled  
promptly, sensitively  
and efficiently



# Complaints

# How to make a complaint

## Our definition of a complaint:

‘Anything that has caused you to be unhappy about the service you have received from us’.

All complaints, no matter how small will be handled promptly, sensitively and efficiently.

“In the majority of cases your complaint can be dealt with immediately”.

As a committed equal opportunities Association we will not discriminate against any person for any reason. We believe in equality, diversity and opportunity for all

You can make a complaint by either:

- Visiting us in person
- Writing us a letter
- Sending us an email
- Using our feedback form on our website
- Telephoning us on 01733 347135
- Text your concerns to 07799 760764

## Stage One

Any complaint that is not resolved by the end of the following working day will be referred to the relevant Area Manager and will be acknowledged within 3 working days. A further response will be sent within 10 working days, following an investigation.

## Stage Two

If after Stage One you remain unhappy, your complaint will be referred to the relevant Service Director.

## Stage Three

In the unlikely event that you remain unhappy you will be offered the opportunity for the Board of Management to consider your complaint.

If you continue to remain unhappy then you will be referred to the Housing Ombudsman.



**A FULL COPY** of our Complaints Policy is available from our Customer Services Department