

YOUR feedback **IS** important **to** **US!**

Plus Dane Housing

THE COMPLAINTS *PROCESS*

We understand that sometimes, despite our best efforts, we might get things wrong and you might want to submit a complaint.

If you have a problem, let us know as soon as possible so we can **take steps to put things right, learn and make improvements.** Our complaints procedure allows us to do this while dealing with problems **quickly and fairly**, and this is how it works:



HAVE YOUR SAY!

- Online plusdane.co.uk
- Phone 0800 169 2988
- Social Media
- Face to Face
- customer@plusdane.co.uk