

If you make a complaint...

Friendship helps people live fuller lives. Our homes and support meet individual needs and create better neighbourhoods to live in.

We try to provide an excellent service. Occasionally, things go wrong. When this happens we want you to tell us so we can put things right for you and take steps to ensure the problems are not repeated.

That is why we want you to complain to us if you are unhappy with our service.

These are our promises if you complain to us.

We will ALWAYS

- ✓ treat any expression of dissatisfaction as a complaint
- ✓ respond positively and learn from complaints
- ✓ sort out your complaint as quickly as we can
- ✓ listen carefully to your concerns
- ✓ send you our full customer complaints procedure if you ask us
- ✓ investigate your complaint and write to you within two weeks
- ✓ tell you what we will do to put things right, and tell you when we will do it
- ✓ say sorry if we have got things wrong
- ✓ tell you how you can appeal against our response to your complaint

We will NEVER

- ✗ tell you to put your complaint in writing
- ✗ judge you or be defensive about poor service
- ✗ disregard or ignore any complaint

Our promises to you

How to contact us...

West Midlands

50 Newhall Hill,
Birmingham
B1 3JN

Telephone

0121 506 2800

Fax

0121 236 9953

East Midlands

5 The Triangle,
Enterprise Way,
Nottingham
NG2 1AE

Telephone

0845 608 8110

Fax

0115 986 0050

Internet

enquiries@fch.org.uk

www.fch.org.uk

Repairs hotline

0800 279 2101

For a different language or format, please contact us.

如果您需要其他语言或格式的帮助，请联系我们

В случае необходимости получить информацию на другом языке или в другом формате просим связаться с нами.

Pour tout autre langue ou format, veuillez nous contacter.

پڻ ھمڙي ٽيم جي ٻين ٻين ٻولي ۾ به ڪم ڪري سگهون ٿا، تڪڙو ٻولي ۾ به ڪم ڪري سگهون ٿا.

बिसे ची उर बाह्य सां रूप लयी बिरपा करवे साठे ताल संपन्न वरें।

Haddii loo baahdo luqad kaleema qaab kale loo sameeyo, fadlan nala soo xiriir.

অন্য ভাষা অথবা তর্জমার জন্য আমাদের সঙ্গে যোগাযোগ করুন

لای لغة أو صيغة أخرى برجاء الاتصال بنا

کسی دیگر زبان یا شکل کے لیے براہ مہربانی ہم سے رابطہ کیجیے

Our promises to you