

► We want to hear from you

Whatever your views we would be interested to hear them.



CHADD always tries to achieve a high standard and give a good service to all our tenants and licencees and those who would like to live in our properties in the future.

If you have a suggestion on how we can improve our service, do things differently or be more approachable, please tell us about it.

If you would like to pay a compliment to our staff because you have appreciated their efforts, then please tell us that too.

It is only through listening to feedback that we can improve services for the future.

Complaints ...

When there are complaints about our service or that of an agent working on CHADD's behalf, it is most important that these are treated seriously and fully investigated.

What is a Complaint?

A complaint is when you feel aggrieved because CHADD has failed you in some way e.g. we have not given you the service promised in your tenancy or licence agreement or a member of staff has been rude or unhelpful.

Complaints Procedure ...

You can complain verbally or in writing, either way it will be taken seriously.

There are 4 Steps in our complaints procedure which you can follow, more detail is given in our formal policy and procedure which is available at every project.

STEP 1

You discuss your complaint with the person who normally deals with the day-to-day management of your home.

STEP 2

If you are not satisfied with the response you get or feel that you can't speak to that member of staff then you should make a formal complaint to the Chief Executive.



This can be done on a special form which a member of staff can help you with or by letter.

STEP 3

If you are still not happy you can raise your complaint with the Chairman.

STEP 4

You can complain to an independent body—the procedure tells you how.



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