

EPIC Complaints Policy – Accessible Version

What This Policy Is For

This Policy explains how you can make a complaint to EPIC and what we will do to help fix the problem.

We want to:

- Listen to your concerns
- Fix problems quickly and fairly
- Learn from complaints about improving our services

Who Can Use This Policy

This Policy is for:

- Tenants
- Leaseholders
- Applicants
- Contractors and agents
- Staff, volunteers, and board members

What Is a Complaint?

A complaint is when you tell us you're unhappy with:

- Our service
- Something we did or didn't do
- How a contractor or staff member acted

You don't have to use the word "complaint" for us to treat it as one.

How to Make a Complaint

You can complain:

- Online: www.epichousing.co.uk
- By phone: 01782 252575
- By email: mailbox@epichousing.co.uk
- In person: Speak to any EPIC staff member
- By post: EPIC, 131-141 Ubberley Road, Bentilee, Stoke-on-Trent, ST2 0EF

You can also ask someone you trust to complain for you (we'll need your permission).

What Happens When You Complain

Stage 1 – First Response

- We'll send you an acknowledgment within 5 working days
- We'll send a full response within 10 working days
- If it's complicated, we may ask for more time (up to 10 more days)

Stage 2 – If You're Still Unhappy

- You can ask us to look at your complaint again
- We'll reply within 20 working days
- If we need more time, we'll explain why (up to 20 more days)

What We Might Do to Fix Things

We might:

- Say sorry
- Explain what went wrong
- Fix the problem
- Offer compensation
- Change how we do things

If You're Still Not Happy

You can contact the Housing Ombudsman at any time:

- Website: www.housing-ombudsman.org.uk
- Phone: 0300 111 3000
- Post: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

Other Important Information

- We treat everyone fairly and with respect
- We offer help if English isn't your first language
- We can make adjustments if you need extra support
- We take complaints seriously, even if they come from someone who complains often