



# Getting Your Voice Heard



**We value everyone who uses our services, and we welcome all feedback, complaints or compliments.**

## **We want to hear from you!**

**p3charity.org**



**Complaint:** an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.

# We always try to get things right first time, but sometimes things go wrong and when they do we need you to tell us...

Speak to a member of staff who can help, if you want them to. We can follow this up, to find out what went wrong and put it right if we can. We will make sure your voice is heard. Consider these questions to help you make the most out of the process:

- What change do I want to make?
- What will be different?
- What is my goal?



## Talk to us

If we do get it right, we would love to hear your feedback. Your experience can help us improve our P3 services!

## Stages 1 & 2

- Tell a P3 member of staff in person, via phone or email about your dissatisfaction and they will try and put things right informally within 5 working days.
- If resolution is not possible please tell us. Your complaint will be acknowledged within three days after being investigated by a senior member of staff. We aim to get you a response after 20 working days, but may be extended if the case is complicated.

## Stage 3

- If you are not satisfied with the Stage 2 outcome you should appeal in writing within 14 days of receipt of the written response to the Head of Service or equivalent. A further review will then take place, and a written response will be provided within 28 working days.

To appeal the outcome, contact your local P3 head of service  
**Phone:** 01158508190 **Email:** [info@p3charity.org](mailto:info@p3charity.org)