

## Niche Homes Complaints policy

### **Complaints**

Niche Homes Ltd is responsive to the needs of our tenants and staff alike and welcome comments and complaints as a means of improving services. Niche Homes Ltd will always be professional and courteous, and complaints about other tenants will be dealt with in the strictest of confidence and we will try to be as quick as we can in responding to you.

### **In the First Instance**

If you have a complaint of any kind, whether about another Tenant, a Warden or Niche Homes Ltd in the first instance please discuss this with Shelly Haigh the Property Manager who will try and resolve the matter. In this instance the complaint can either be verbal, email or written.

### **Secondly**

If you are unhappy about a response you receive, or the complaint is actually about a member of Niche staff or feel that the complaint warrants further investigation then you must complain in writing to Kam Mogul at Niche Homes Ltd, Office 6, Block B, 2020 House, Skinner Lane, Leeds, LS7 1BF.

Hopefully the issue will be resolved at this level.

Your letter should contain a clear statement of your concerns, including any supporting documentation and should explain how you think your complaint could be best resolved.

### **Timescales**

Niche Homes Ltd aims to provide a response to your complaint within 14 days of receiving the initial complaint although in complex cases this may take longer and we will endeavor to keep you notified of progress and reasons for delay.

Where a complaint is received a long while after an incident has taken place, Niche Homes Ltd will aim to resolve this in less time than it took to complain.

## **Who Can Complain**

- Residents and Ex-Residents
- Parents/Guardians of Residents if they have written permission from the residents which must be supplied at the time of raising the complaint.
- The Wardens of St Marks Court
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## **Contact information:-**

**Niche Homes Ltd  
Office 6, Block B  
2020 House  
Skinner Lane  
Leeds  
LS7 1BF**

**(T) 0845 2657000  
(F) 0845 2657001  
(E) [info@niche-homes.co.uk](mailto:info@niche-homes.co.uk)  
[www.niche-homes.co.uk](http://www.niche-homes.co.uk)**

If the complaint is about a member of staff the envelope should be marked "Private and Confidential" to avoid the envelope being opened by the general mail operative.