

Niche Homes Ltd 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, Ambassador/s or Nice Homes Ltd, in the first instance please discuss this with a member of the Lettings Team who will try and resolve the matter. In this instance, the complaint can either be verbal, written or emailed.

In The Second Instance

If you are unhappy about a response you receive, or the complaint is actually about a member of Niche Homes Ltd staff, or if you feel that the complaint warrants further investigation, then you must complain in writing to the Development & Sales Progression Manager, Mrs. Shelly Haigh Bawden at:-

Niche Homes Ltd
1-2 Northwest Business Park
Servia Hill
Leeds
LS6 2QH

We can provide an email on request, as an alternative.

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.

Finally

If you are still unhappy with the response that you have received, please contact Kam Mogul at:-

Niche Homes Ltd
1-2 Northwest Business Park
Servia Hill
Leeds
LS6 2QH

Again, your letter should contain a clear statement of your concerns up to this point, including any further supporting documentation and should explain how you think your complaint could best be resolved.



Niche Homes Ltd
1-2 Northwest Business Park, Servia Hill, Leeds, LS6 2QH
Email: info@niche-homes.co.uk www.niche-homes.co.uk
(T) 0113 244 1960 **(F)** 0845 265 7001
Reg: 07066997

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 endeavour to keep you notified of progress and reasons for the delay.

Where a complaint is received within 6 months of an incident that has taken place, Niche Homes Ltd will aim to resolve this in less time than it took to complain. Where a complaint is received 6 months or more after the incident has occurred, these will not be considered.

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.



Niche Homes Ltd
1-2 Northwest Business Park, Servia Hill, Leeds, LS6 2QH
Email: info@niche-homes.co.uk www.niche-homes.co.uk
(T) 0113 244 1960 **(F)** 0845 265 7001
Reg: 07066997