

Complaints Procedure Resident Flowchart

Salvation Army Housing Association (saha) are committed to providing a high-quality service for our customers and working in an open and accountable way that builds trust and respect. We strive to deliver excellent services but know that sometimes things go wrong.

Stage 1

Acknowledgment

Response Time: Between 1 and 5 working days

You will be contacted by a saha Designated Complaints Officer, within **1 working day** to determine how you would like to be contacted, whether you need an advocate or friend to support you through the process and clarify what your complaint is about.

Your complaint will be acknowledged in writing within **5 working days**



Investigation and Response

Response Time: Within 10 working days

During the investigation process you will be kept informed of progress and the likely decision. You will be given the opportunity to correct any misinformation and provide information.

You will receive a written response with the outcome of your complaint within **10 working days**



Satisfaction and Escalation to Stage 2

If you are not satisfied with the response and contact us within 5 days, you can ask for your complaint to be escalated to Stage 2