

# Your Voice Matters

## Not happy with our services, tell us about it

- We welcome all feedback, your comments show us what's working and where we need to improve.
- If we haven't met your expectations, we'll listen carefully and respond with fairness and respect.
- We take responsibility for our actions and will offer a sincere apology if we've fallen short.
- Our goal is to work with you to make things right and learn from the experience to keep improving our services.

## Our Core Values

Inclusivity

Responsiveness

Accountability

Adaptability

Trustworthiness

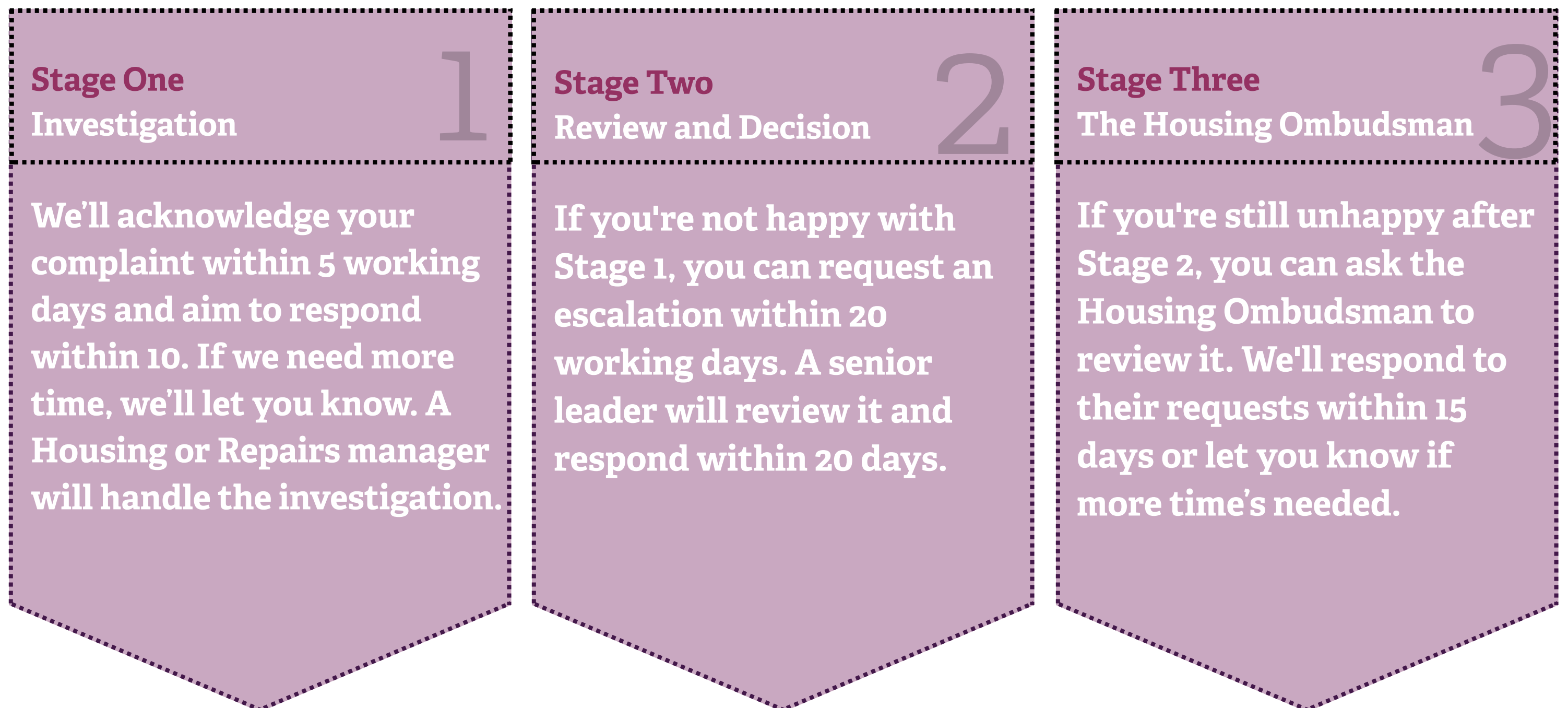
## What is a Complaint?

A complaint is any expression of dissatisfaction with our service, made in person, online, by phone, or through a third party. If something goes wrong, you have the right to tell us, and we'll take it seriously. We follow the Housing Ombudsman's definition of a complaint.

**"An expression of dissatisfaction, however made, about the standard of services, actions or lack of action by GCHA or those acting on our behalf."**







## Our Complaints Process



We're committed to resolving complaints fairly, promptly, and transparently, following Housing Ombudsman guidance. We'll keep you informed and do our best to put things right early on. If you're still not satisfied, you have the right to escalate. Where you are happy with our services, we also want to know about it and welcome all positive feedback that evidences we are doing something right. Please see below how you can provide compliments or feedback on any positive experience you have had with GCHA in the last 12 months

### Getting in Touch with GCHA or The Housing Ombudsman

 14 London Road, Northfleet, Gravesend, DA11 9JQ  
 01474369830  
 [general@gcha.org.uk](mailto:general@gcha.org.uk)  
 [www.gcha.org.uk](http://www.gcha.org.uk)

 The Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET  
 0300 111 3000  
 [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)  
 [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

## Want more information?

We've made it easier for you to find out everything you need to know about giving feedback or making a complaint. Scan the QR code below to visit our Complaints & Feedback webpage.

