

hello

**TELL US
WHAT YOU
THINK**

We want to make it easy for you to access our services and give us feedback.

We're committed to resolving your issue quickly and brilliantly however you choose to get in touch. The quickest way to get a response is by chatting to us in real time on web chat at **www.rhp.org.uk** from **Monday to Friday** between **8am – 8pm**. Alternatively, you can send us a message by clicking on '**contact us**' on our website.

You can also contact us on social media by searching for us on **Facebook** or following us on **Twitter** @rhp_uk or **Instagram** @rhpgroup.

If you'd prefer to use the phone, you're welcome to call us on **0800 0322 433**.

How do I make a complaint to RHP?

You can call us, use web chat at **www.rhp.org.uk**, email **customer.services@rhp.org.uk** or write to us at **8 Waldegrave Road, Teddington, TW11 8GT**.

We'll try to fix what's gone wrong, explaining what's happened and giving you an apology for any problems we've caused. If we can't resolve things, we'll give you a response within two working days. If you're not happy with this, one of our managers will review the second stage of the complaint within five working days. We'll let you know if we need more time.

If you feel your complaint hasn't been dealt with properly, it can be independently reviewed by the Tenant's Champion (if you live in Richmond Borough). Visit **www.richmond.gov.uk/tenants_champion** for more information. You can also contact your ward councillor or MP. If you've been through all these stages but still aren't happy with the final response, then after eight weeks you can contact the Housing Ombudsman Service, who'll independently review your complaint. This can take a further six months so if you're still unhappy we'd rather you let us know first so we can try and fix things.

You'll find our full complaints policy under '**Help & Advice**' at **www.rhp.org.uk**.

Our performance results



We publish our results at www.rhp.org.uk every three months to tell you how we're performing. You'll find them under '**How are we doing?**'. To help us improve services in the areas that matter to you most we'd welcome your feedback.

If it's not easy for you to contact us online and you'd like a copy of our performance information, get in touch and we will send it to you.

Want to have your say? We're all ears



We want to deliver brilliant customer service but can't do this without you. There are plenty of ways for you to tell us what you think and get involved. Let us know how we're doing by:

- » Joining our Facebook group:
www.facebook.com/groups/MyRHP
- » Joining our **online e-scrutiny group**

You can help us scrutinise the way we deliver service, innovate and improve by:

- » Filling out a customer survey when we send one by text, or through our website
- » Emailing customer.services@rhp.org.uk
- » Calling 0800 032 2433