



## Evolve Housing + Support

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### Complaints, comments and suggestions

At Evolve we encourage people to tell us what they think about the services we provide.

We have a policy and procedure which outlines the organisation's approach to complaints, comments and suggestions.

We encourage people to tell us what they think so we can improve the quality of the services we provide.

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual customer or group of customers. A request for action is not a complaint.

Head office:  
Evolve Housing + Support  
16-20 Kingston Road  
South Wimbledon,  
London, SW191JZ

020 7101 9960  
[evolvehousing.org.uk](http://evolvehousing.org.uk)

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## What will happen when you make a complaint

### Stage one

Within 3 working days you will receive a letter or email acknowledging your complaint. We will:

- › tell you the name and contact details of the person who will investigate and respond to your complaint
- › let you know when you will receive a written response to your complaint
- › contact you to arrange a time to speak to you about your complaint. This will be in a meeting if possible

Within 2 weeks we will complete an investigation and send you a written response to your complaint, which will include details of any action we are taking. If further time is needed for our investigation, we will update you to let you know the progress and let you know the date we will be able to respond.

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### Stage two review

If you are not satisfied with our decision about your complaint, or if you feel that we didn't follow our procedure correctly, you can ask us for a review.

You can do this when:

- › any part of your complaint was not upheld
- › you are not satisfied with the action that we took in response to your complaint

You can ask for a review by contacting the Team Manager of your service, or our Complaints department. You can do this in writing, in person, by email or by telephone. If you want to ask for a review, you need to do this within 14 working days of our response to you.

We will only re-investigate your complaint if we decide that our first investigation was not done properly.

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## How to make a complaint

You can make a complaint, comment or suggestion in person, by letter or email, by telephone, or by completing the form at the back of this leaflet. You can make the complaint yourself, or somebody else can make a complaint on your behalf.

If you do not feel comfortable making a complaint to the staff at your service, you can contact our Complaints department by:

- › **Post:** Complaints, Evolve Housing + Support, 16-20 Kingston Road, South Wimbledon, London SW19 1JZ
- › **Telephone:** 020 7101 9960
- › **Email:** [complaints@evolvehousing.org.uk](mailto:complaints@evolvehousing.org.uk)

You can contact the Housing Ombudsman Service at any stage of your complaint. The service was set up by law to help to resolve complaints about housing organisations. They may be able to offer advice and support. Their service is free, independent and impartial.

**Housing**  
Ombudsman Service

We can help if you have  
a problem complaining  
to your landlord

### Contact us



0300 111 3000



[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)



Housing Ombudsman Service,  
PO Box 152, Liverpool L33 7WQ



[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

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