

## Subject Access Request

### (SAR)

A Subject Access Request (SAR) is a right provided by the 6th Principle of the Data Protection Act (1998) – it gives people the right to access information a company (known as a Data Controller) holds on them. An individual can only request their own data – they do not have a right to other people's personal data without their explicit consent. We all have this right to requesting this information from companies – so you could write to your bank, your supermarket, your doctors, and request this information.

You are entitled to submit a request directly with us and there is a charge for this service. Requests will be responded to within 40 calendar days from date of request. You can contact us at the hub or via any of the communication channels mentioned in this guide.

We encourage all our colleagues to be 'customer positive' and as such, we ask each and every Mears colleague to consider our 'positive' charter every time they interact with customers.

#### Promise

Keep the promises we make

#### Ownership

My customer, my responsibility

#### Smile

Make a lasting impression

#### Innovation

Always improve the customer experience

#### Think

Put ourselves in the customers shoes

#### Informed

Communicate Effectively

#### Voice

Use feedback to develop

#### Easy

Make it simple

**MEARS**

Making People *Smile*

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Making People *Smile*

# External Contact Process

## Our Guide to Making Customer Feedback Easy



**a sm:)e is**

*everything*

# Our common purpose is to

## Make People *Smile*

Customers are at the heart of everything we do.

### Introduction

Mears Group are fully committed to ensuring that all our customers receive the best possible service.

With this in mind, we welcome all feedback. Whether it be a complaint or a positive comment (accolade), we want to hear from you; your feedback helps us to understand you better and to continually improve our service to you.



### Our Commitment to You

When dealing with complaints, we follow a simple and effective process that has been designed to make you feel confident that your concerns will be; fully investigated, acted upon fairly, resolved in a timely manner and resolved to your satisfaction.

### Our Standard

We aim to acknowledge your complaint within 2 working days of receipt and deliver a mutually agreed outcome within 10 working days of receipt.

If complaints cannot be resolved within 10 days, the complaint will be kept open and you will be proactively informed of progress made until resolution is agreed.

Mears Group will always aim to resolve your complaint however; if you are not satisfied with our response, we will escalate this to a senior colleague for re-investigation and we will provide you with a further update/proposed resolution within 5 working days.

All Mears complaints are independently audited by TAROE (Tenants and Residents of England). TAROE are a registered charity working on behalf of, and for tenants and residents.

If you are still dissatisfied with our response you can contact your local Ombudsman. Details can be found on the internet using the following link <http://www.lgo.org.uk>

As previously stated we use monthly insight reports to learn from our complaints and drive improvements to the service we deliver to our customers.

### Our Feedback Process

To make a complaint or provide positive feedback:

- Firstly, refer your contact to the local branch who have delivered the service.
- If you are unable to do this or are not satisfied with the response/timeliness of resolution, please Telephone us on: 0870 607 1400 Or use the 'contact us' page on our Website at <http://www.mearsgroup.co.uk>

Alternatively, you can write to us at;

#### **Mears Group PLC.**

Customer Success Hub  
Unit 5 Ashley Business Court  
Rawmarsh Road  
Rotherham  
S60 1RU

We are also on social media. So, if you would prefer to use this method of communication, contact us on

Twitter: @tellmears or

Facebook: Mears Group

To help us to process your contact as quickly as possible, please provide us with:

- Your name and address
- Your Landlord, Housing Association or Local Authority etc.
- A telephone number and e-mail address
- A clear description of your complaint/positive story (accolade)