

# Complaints - A guide for customers

It is important to us that you are happy with the service we provide, but sometimes things do go wrong. When this happens, we want to ensure we put things right promptly and that we learn from your experiences.

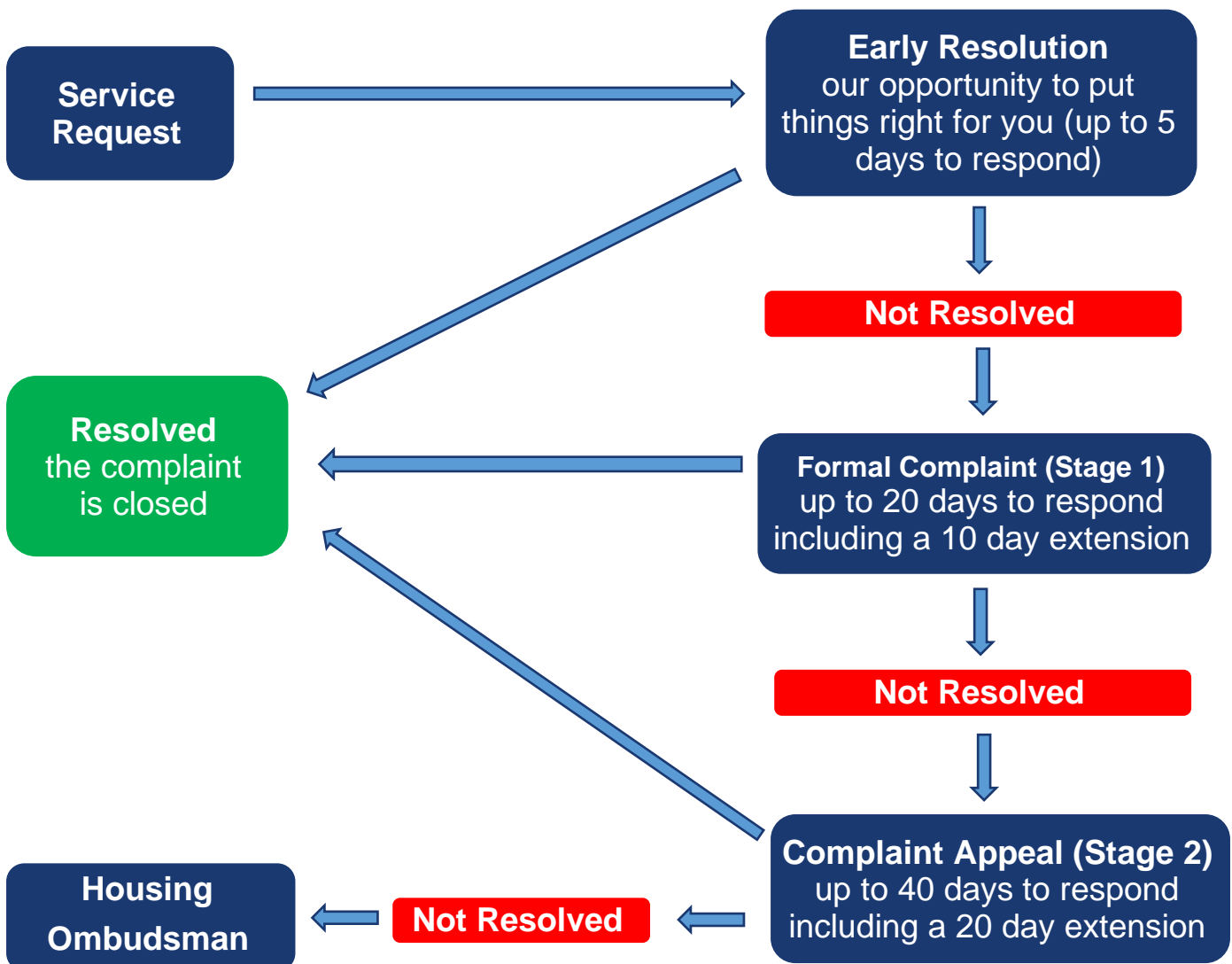
## Our Promise

- We will be fair
- We will put things right
- We will learn from the outcomes of complaints

## Rooftop Complaints Process

Any staff member can raise a complaint for you. Alternatively, you can email us [generic.mail@rooftopgroup.org](mailto:generic.mail@rooftopgroup.org).

The picture below shows a simplified version of the complaints process, and the time scales you can expect. The full Complaints Policy is available on our website at [www.rooftopgroup.org](http://www.rooftopgroup.org)



\* sometimes we may treat your feedback as a formal complaint straight away.

'days' mean working days, which are Monday to Friday, excluding Bank Holidays.