



Fact Sheet

Making a complaint

What is a complaint

A complaint is dissatisfaction with any aspect of the services we provide, staff actions or actions of contractors who work on behalf of St. Leger Homes of Doncaster.

Examples are:

- If we do something wrongly or badly
- If we do not do something at all, that we should do
- If we are impolite or unhelpful
- If we do not provide a service in the time expected or the time specified
- If we fail to communicate as promised
- If we fail to meet legal duties

Who do I contact to make a complaint?

You can contact any member of St. Leger Homes with your complaint. They will arrange for your complaint to go to our centralised Customer Relations Team, who will arrange for it to be investigated and keep you informed of the progress.

How long will it take?

Complaints are acknowledged, in writing, within three working days and we aim to resolve your complaint within 10 working days. We will then write to you informing you of the outcome of the investigation into your complaint.

For further information contact:

Customer Relations Team
St. Leger Homes of Doncaster
St. Leger Court
White Rose Way
Doncaster DN4 5ND

Telephone: 01302 862726

Fax: 01302 862720

Email: slhdcomplaints@stlegerhomes.co.uk



1 Türkçe

3 فارسی

5 國語

7 کوردی

2 Русский

4 Polski

6 العربية

8 اردو

stlegerhomes.co.uk