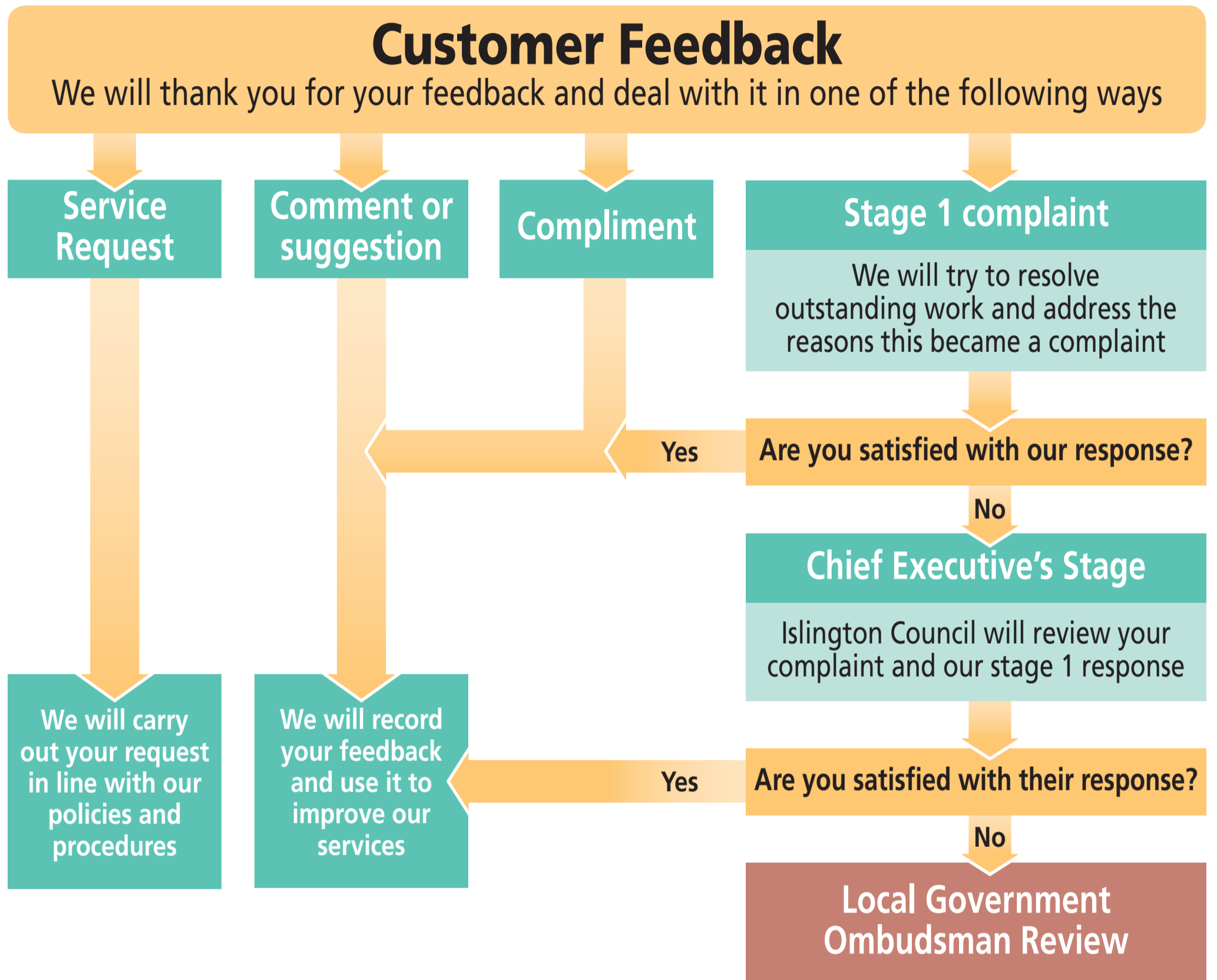


# Customer Feedback

(including complaints and compliments)



## How can I give you my feedback?

We accept all feedback (positive or negative) in person, by phone, by email, by letter or on our online customer feedback form ([www.homesforislington.org.uk](http://www.homesforislington.org.uk)).

## What is a....

- Service Request:** Asking us to do something we couldn't have known about before you told us
- Comment or suggestion:** Telling us about something you've noticed or an idea you've had about our service
- Compliment:** Telling us about when we have provided an exceptional service
- Complaint:** Letting us know that you are unhappy with the way we did (or didn't do) something that is part of the service we should provide