



### **HCGB Formal Complaints Procedure**

We are committed to providing a high standard of service to our residents and tenants. If you are dissatisfied with our service, we encourage you to raise a complaint. Our complaints procedure is designed to ensure that your concerns are addressed promptly and fairly.

To submit a complaint, please complete the **Complaint Form** by clicking on the “**Complete the Complaint Form**” button. This will ensure your complaint is logged correctly and reviewed in line with our complaints process.

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### **Our Commitment**

- We aim to respond as follows:
  - **Step 1:** A response will be provided within 10 working days by the property manager responsible for the building.
  - **Step 2:** If the property manager is unable to resolve the issue to your satisfaction, they will escalate the matter to the Head of Property Management and inform you of this step.
  - **Step 3:** The Head of the Property Management will respond within 10 working days

Thank you for bringing your concerns to our attention. We value your feedback and strive to improve our services.

HCGB Services Limited, 57 Triangle Building, Wolverton Park Road, Unit 3019 219, Milton Keynes, MK12 5FJ, United Kingdom Registered in England: 13089284