

Complaints Procedure

3D Housing Group Ltd

Effective Date: 15.04.2020

3D Housing Group Ltd is committed to providing high-quality services. We welcome feedback and take complaints seriously.

If you are dissatisfied with any aspect of our service, you may submit a complaint in writing, by email, or by speaking directly with a member of staff.

POST: 54a Short Heath Road Erdington Birmingham B23 6JS

EMAIL: complaints@3dhousinggroup.com

CALL: +44 7735 826043

All complaints will be acknowledged within 5 working days and investigated fairly and impartially.

If you are not satisfied with the outcome, you may escalate the complaint to senior management on 0121 246 2725/ +44 7305 981317 and, where appropriate, to relevant regulatory bodies or the Housing Ombudsman.