

Your Feedback

We welcome your feedback about our services.

You can give us your feedback or make a complaint or suggestion in the following ways:

Online: Using the 'Contact Us' section of the Plymouth Community Homes website - <http://www.plymouthcommunityhomes.co.uk/contact-us/>

In Person: By talking to your Housing Officer or visiting our shop in Frankfort Gate or our Head Office at Plumer House

By Telephone: 0800 694 3101

By Letter:

Plumer House,
Tailyour Road,
Crownhill,
Plymouth, PL6 5DH

By feedback form:

Using the feedback form on the reverse of this document and sending it to our Plumer House address or handing it to your Housing or Housing with Support Officer.

Information on our complaints and compliments process and policy can be found on the Plymouth Community Homes website at:

<http://www.plymouthcommunityhomes.co.uk/about-us/customer-care/>

Alternatively you can ask your Housing or Housing with Support Officer for a printed copy of the policy.

Feedback Form

Please complete this form with as much detail as possible and return to Plymouth Community Homes, Plumer House, Tailyour Road, Crownhill, Plymouth, PL6 5DH.

If you are raising a complaint, your feedback will be acknowledged within 2 working days of being received and you will receive a formal response within 10 working days.

First Name	
Surname	
Address	
Telephone Number	
Email Address	
Details of your feedback	