

## About Us

Amber Housing is a wholly owned not-for-profit subsidiary of Ambient Support. We have been providing quality housing management, property development and other housing related services for over a decade. We own and manage property on behalf of housing providers that provide accommodation for older adults, adults with a learning disability and or mental health needs.

## Our Mission

To provide a full range of property management services, along with quality housing that enables individuals to lead valued and independent lives in their community.

## Where do you go if you are still not satisfied?

If you have had your complaint fully investigated by us and still feel that your concerns have not been addressed, you may contact:

### For service related complaints

Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH  
Telephone: 0300 061 0614

### For housing related issues

Housing Ombudsman  
Service Exchange Tower  
Harbour Exchange Square London  
E14 9GE  
Telephone: 0300 111 3000  
info@housing-ombudsman.org.uk

Amber Housing Registered Society  
Number: **30052R**. Registered address:  
**Amber Housing, Unit 9, Bourne Court,  
Unity Trading Estate, Southend Road  
Woodford Green, Essex, IG8 8HD.**

**Telephone:** 0207 866 2328  
**Email:** info@amberhousing.co.uk  
**Website:** www.amberhousing.co.uk

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Do you have  
feedback,  
a suggestion or  
complaint for us?

Help us to improve  
our services

[www.amberhousing.co.uk](http://www.amberhousing.co.uk)

## Who can make a suggestion or complaint?

Anyone may make a suggestion or complaint about Amber Housing.

## Why should you make a suggestion or complaint?

We aim to offer a high standard of service in all that we do. Telling us your suggestions or even complaining will help us to learn and then improve the services that we provide. Suggestions or complaints may be made verbally or in writing to us.

## How do you make a suggestion or complaint?

If you feel comfortable you should first discuss your thoughts with a member of the Amber Housing staff team. They will probably be able to address any suggestions or concerns that you have.

If you do not feel able to speak to a staff member then you may complete the form opposite and return it to us at our head office in Woodford Green, Essex (detailed on the bottom of the form).

Alternatively you may contact us via:

**Email:** [info@amberhousing.co.uk](mailto:info@amberhousing.co.uk) | **Telephone:** 0207 866 2328

Please ensure that you provide us with all your contact details so we can get back to you.

## What happens after you have sent us your suggestion or complaint?

- We aim to process all suggestions and complaints as quickly as possible.
- We will thoroughly investigate your query and provide a full response to you within 28 days.
- If appropriate Amber Housing will appoint someone independent to investigate your concerns.
- We will always keep you informed about the progress of your suggestion or complaint and let you know the outcomes from any investigation.
- We will always seek to find a satisfactory outcome.



## Suggestion / Complaint Form

Name:

Address:

Post code:

Telephone:

Email:

Service:

Detail of suggestion or complaint:



Please continue on a separate sheet if necessary

**Please Return your Completed Form to: COO, Amber Housing, Bourne Court, Southend Road, Woodford Green, Essex. IG8 8HD**

We will use the information that you have provided on this form to communicate with you, so we may process your suggestion or address your complaint. By providing your address and or/email and phone number you are agreeing to us contacting you by any of these methods.