



COMPLAINTS POLICY

Arcon is committed to customer care and will aim to provide a high quality service in all areas of its work. Arcon will provide a framework for a complaints procedure to operate in order to deal with complaints about the service it provides in a fair and equitable manner.

The procedure will be accessible to tenants, leaseholders and applicants and will operate in a simple and approachable way to provide an effective and positive response. Arcon will also deal with petitions from or complaints by groups of tenants but not with anonymous complaints. Arcon Complaints Procedure will be widely published amongst its tenants and applicants.