



Citta Housing Complaints

Citta Housing is responsible for providing your supported accommodation.

We would value your feedback when our staff have been helpful. We also want to know when things do not go as expected and we haven't met your expectations in your tenancy that we provide.

Our complaints procedure is set out to ensure that we can investigate your complaint and work to put things right wherever possible as quickly as we can.

Your feedback is invaluable in helping us to learn from past actions and continuously work to improve our accommodation service.

It's important to remember that by making a complaint, this will not lead to you receiving less help from us in the future, impact your care or disadvantage you in any way.

How to make a complaint

If you feel you want to make a complaint about our accommodation, please email your concerns to us at info@cittahousing.co.uk

After making a complaint what happens next

We will confirm with you that we have received your complaint, and a member of the Management Team will contact you to discuss what we will do and set a plan to move forward. We aim to complete this stage within 14 days of receiving your complaint.

We will confirm who will be investigating your concerns and we aim to answer your complaint within 28 working days. Should further time be needed to investigate you will be kept regularly update on new time scales and kept informed of any developments.

Our aim will be to put things right were possible and apologise should we find mistakes have been made and know that we will take any learning from this to help improve our service in the future.