

In the event of a complaint please contact us by [email](#) or contact [Debbie Stott](#) by phone on [0115 9781549](#) within 7 days of your move. When we receive your complaint we will respond within 24 hours acknowledging your complaint.

We will assess your complaint within 7 days and contact you with our decision.

Your complaint is classed as resolved once we have your written confirmation agreeing to the outcome of your complaint.

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