



Customer Complaints Charter

At Aspire, we are committed to providing the highest level of service and satisfaction to our valued customers by putting our customers at the centre of everything we do. We understand that from time to time, issues may arise that need resolution. This Customer Complaints Charter outlines our commitment to our customers in addressing and resolving customer complaints promptly and effectively and outlines our expectations of all our colleagues who handle our customers complaints.

Our Commitment:

1. Offer Accessible Complaint Channels:

- We offer multiple channels for customers to lodge complaints, including phone, email, in-person, and through our website.

2. Provide a Timely Response:

- We will acknowledge our customers complaints within [specified time], and our teams will take a collaborative and co-operative approach across all departments to resolve it as quickly as possible.

3. Operate a Professional and Respectful Interaction:

- Our teams are skilled and knowledgeable and are committed to treating customers with inclusivity, fairness, respect, and professionalism throughout the complaint resolution process, recognising diversity in everything we do. We will listen to and understand our customers' needs.

4. Manage Fair and Transparent Complaint Handling:

- We will handle complaints impartially and provide clear and transparent communication regarding their status and resolution progress, in a format that can be easily accessed and understood. We will explain decisions and outcomes clearly and explain anything our customers are not sure of.

5. Provide Resolution Options:

- We will explore potential solutions and provide options for resolving complaints to our customers' satisfaction. We will always aim to find a satisfactory solution with our available resources.

6. Respect your Privacy and Confidentiality:

- Our customers' personal information and the details of their complaint will be handled with the utmost confidentiality and in accordance with their rights to privacy and confidentiality.

7. Learn and Improve:

- We view complaints as opportunities to learn and improve. Customer feedback is invaluable in helping us enhance our products and services, and in learning lessons when we fall short of our standards.

Supporting Documents

- [Aspire Customer Complaints and Feedback Policy](#)
- [Housing Ombudsman Service – Complaint Handling Code](#)