



At NB Housing we recognise that there may be occasions when our services fall short of what you expect. So if you are dissatisfied with the service we provide, please do not hesitate to contact us.

The NB Housing team aim to treat complaints as opportunities to improve our services to tenants, so please contact us when you need to.



Gatelodge
8 Flax Street
Belfast, BT14 7EQ
T 028 9059 2110

282 - 290 Crumlin Road
Belfast
BT14 7ED
T 028 9035 1131

E info@nb-housing.org
W www.nb-housing.org

@NBHousing
Text 07498 202221

Complaints
Are you dissatisfied with our service?



What is a complaint?

A complaint is a dissatisfaction expressed about any of the services NB Housing provides. For example, this could mean:

- A service not being delivered on time
- Poor quality of service
- Provided with incorrect information
- Complaint about a member of staff or a contractor working on NB Housing's behalf.



How to Make a Complaint

Many issues can be dealt with informally by approaching NB Housing staff directly. We value your feedback and views, and strive to put things right when they go wrong. Staff are available to assist you with this simple process and to ensure a satisfactory resolution.



Just contact us at:

Gatelodge Office,
8 Flax Street, BT14 7EQ
T 028 9059 2110

Crumlin Road Office,
282-290 Crumlin Road, BT14 7ED
T 028 9035 1131

or text us on: 07498 202221

We can also be reached by emailing:
info@nb-housing.org



Or via our website: www.nb-housing.org

If we cannot resolve your complaint immediately and you consider your complaint is too serious to be dealt with informally we can forward a complaints form or take your complaint over the phone.

Information on how to make a complaint is provided in your tenant's handbook or can be provided by contacting us or calling into our offices. Alternatively you can download a copy of the Complaints Policy and Complaints Form by visiting our webpage www.nb-housing.org or request a complaints form via text on the above text number.



What happens when I make a complaint?

Your complaint will be acknowledged and investigated. Details of the NB Housing complaints policy and associated timescales can be obtained either on request or can be obtained in Section 6 of your General Conditions of Tenancy/Tenants Handbook.



Whilst NB Housing will continue to deal with all forms of complaints we would advise that with anonymous complaints it is often difficult to resolve hence we would ask that you please provide contact details to enable us to respond to your complaint.



NB Housing takes all your complaints seriously and does not consider a complaint as negative but rather an opportunity to improve our services to our tenants.