

How to Complain

Deptford Housing Cooperative defines a complaint as:

“An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by Deptford Housing Cooperative, its staff, or those acting on its behalf, affecting an individual member or group of members”.

Complaints can be made in several ways.

In Person

Call in at the DHC office during normal office hour (10am – 4pm, Monday to Friday). Outline your complaint to a member of staff. Ensure that it is logged. If a handling / resolution timeline is not offered, ask for one.

By Phone

Call the office and speak to a member of staff. Be clear that the call is to make a complaint and request that the details of the complaint are logged. Request that the staff member summarises your complaint back to you. Always confirm their summary as accurate.

By Email

Send an email to complaints@deptfordhousing.coop outlining your complaint. Ensure you include COMPLAINT in the title.

In Writing

Send a letter outlining your complaint to the DHC office – 16 Rochdale Way, Deptford, London SE8 4LY. Ensure you include COMPLAINT in the title.