

# CONTACTING US

Your simple customer journey



**We want every contact with us to be easy, respectful and helpful.**

Contact us in the way that suits you: [phone](#) | [email](#) | [website](#) | [tenant portal](#) | [letter](#) | [in person](#)

**1**

## Tell us what you need

### YOU

- Choose how to contact us.
- Tell us about your enquiry or the support you need.

### WE

- Listen carefully and introduce ourselves.
- Offer accessible information, translation, communication support or a reasonable adjustment where needed.

**2**

## We look at how we can help

### YOU

- Give us the information you can.
- Tell us your preferred way to receive updates.

### WE

- Record the relevant details so you do not have to repeat yourself unnecessarily.
- Aim to sort out your enquiry at the first point of contact.

**3**

## We take action

### YOU

- Work with us to help resolve the matter.

### WE

- If we can resolve it straight away, we will explain the answer or action taken.
- If another team is needed, we will pass it to the right person and take ownership.

**WHAT HAPPENS NEXT** You will know what is happening and, where further action is needed, when you can expect to hear from us.

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## We keep you informed

### YOU

- Let us know if your circumstances or contact needs change.

### WE

- Give meaningful updates.
- Explain any delay and what will happen next.
- Use your preferred contact method where possible.

**Accessible • Inclusive • Responsive • Reliable • Respectful**

# WHAT HAPPENS AT THE END?

We explain the outcome, any action taken and any next steps.

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## Your enquiry is completed

### YOU

- Check that you understand the outcome.
- Ask if anything is unclear.

### WE

- Explain the outcome in plain language.
- Confirm any next steps or signpost you to other support.
- Check that the issue has been addressed.

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## If you are unhappy

### YOU

- Tell us what went wrong and what you would like us to consider.

### WE

- Make it easy to complain.
- Handle your complaint fairly and keep you informed.
- Use complaints to learn and improve services.

**WHAT HAPPENS NEXT** You can also give us a compliment, comment or suggestion.

## WORKING TOGETHER

### WHAT WE PROMISE

- Treat you fairly, politely and with respect.
- Listen and communicate clearly.
- Protect your information.
- Deliver a consistent service.
- Use your feedback to improve.

### WHAT WE ASK FROM YOU

- Treat our staff and other people politely and with respect.
- Give accurate information where you can.
- Keep appointments, or tell us if you cannot.
- Work with us to resolve the issue.

## WHEN BEHAVIOUR BECOMES UNACCEPTABLE

We understand that people may be upset, worried or frustrated. We will listen and try to help. We cannot accept:

- Threats, violence or harassment
- Abusive or discriminatory language
- Aggressive behaviour
- Repeated unreasonable demands
- Contact that takes up a disproportionate amount of staff time
- Behaviour that prevents us helping other customers

**If necessary, we may agree a different way for you to contact us. Any restriction will be fair, proportionate and reviewed.**

## YOUR VOICE HELPS US IMPROVE

We welcome compliments, comments, suggestions and complaints. We use feedback, satisfaction information and customer involvement to improve our services.

### PHONE

03451 772244

### EMAIL

admin@aha.org.uk

### ONLINE / OFFICE

[www.angusha.org.uk](http://www.angusha.org.uk)

93 High Street, Arbroath, DD11 1DP  
The Square, Ormiston Crescent, Dundee  
DD4 0UD

**Please ask if you need this information in another language, format or communication method.**