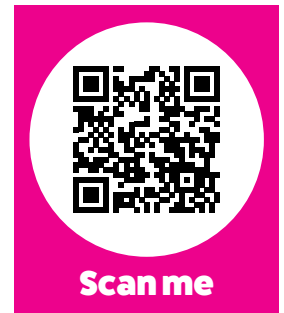
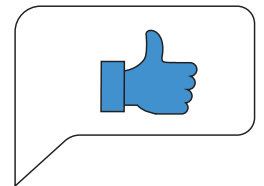
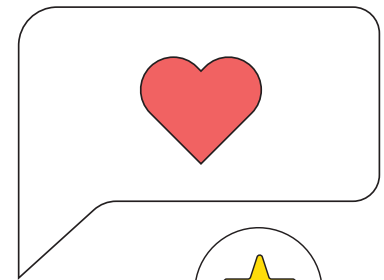


How to make a compliment or complaint

Our top priority is to deliver a high-quality service to all of our tenants and customers, and it is great to hear when we are.

However, we know sometimes things may go wrong. We want you to tell us if this happens so we can put things right. That way we can correct any issues, not just for you but for others too. We will always do our best not to make the same mistake again.

We are always grateful when you tell us when we get things right or when you feel there could be room for improvement. You can make a complaint or a compliment:



Online:

- Visit www.progressgroup.org.uk/feedback
- Log into your online tenant account
- Scan the QR code with your phone
- Live chat with us on our website.



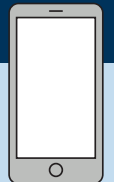
In writing or in person:

Progress Housing Group
Sumner House
21 King Street
Leyland
Lancashire
PR25 2LW



By telephone:

Call us **0333 320 4555**



You can also ask a representative of your choice such as a relative or friend, a support worker or MP to share feedback on your behalf.

We follow the Housing Ombudsman's Complaint Handling Code. This can be found on their website www.housing-ombudsman.org.uk.

Contact us

www.progressgroup.org.uk/feedback

Follow us on social  