Something not right?

We're sorry to hear that and we're really keen to sort it out. Thank you for taking the time to talk to us, we always want to ensure that we are aware of any issues. That way we can correct them, not just for you but for others too. We'll always do our best not to make the same mistake again.

We'll do all we can to resolve your complaint quickly:

- We'll work to understand what went wrong and why it happened
- We'll fix it
- We'll explain the issue to you, what we have done, and what happens next
- We'll ask if there is any particular resolution you would prefer, and take that into account

Our aim is to reach a mutually acceptable solution and we want you to have this as quickly as you can. We'll keep you updated along the way and let you know what we are doing to fix your issue.

We will handle all complaints in confidence. Where a complaint relates to an individual member of staff they will form no part of the investigation.

Step One: Get in touch

Please email us anytime at hello@mybase.uk, or if you prefer, you can telephone us during working hours on 0330 113 4413. Alternatively you can write to us at GSHWM Ltd, 20 Hotwell Road, Bristol, BS8 4UD.

If you contact us on the phone, we'll want to make sure we understand the issue, so it would be helpful if you could provide some background information. We'll then work our hardest to resolve the issue right there and then on the phone.

No matter how you get in touch with us, we ask that you provide us with:

- Your contact details
- The address of the property affected
- Background information on the issue
- The impact the issue is having on you
- Your preferred resolution

Using this information, we will raise a complaint on your account and if we can fix this quickly, we will. If we cannot resolve it right away, then we will give you a time frame in which we will work to get your issue fixed.

Our team goes through training so that they can take full ownership of your complaint and are empowered to make decisions in order to provide you with the best possible resolution.

If we resolve your complaint to your satisfaction, we are pleased to have helped. It's not always easy but it's the most important thing we can do. Thank you for your patience and as ever, we are grateful for your custom.

Step two: If you are not happy with the resolutions offered

If you wish to take your complaint further, please email us at hello@mybase.uk and our team can pass the information on to a member of our senior management team. They will review your complaint in full, and advise if there's anything else we're able to do.

We will acknowledge your receipt of your complaint within 3 working days. We will provide a substantive written response within 10 working days. Where matters are complex, within 10 working days will write to you explaining why a longer period of consideration is necessary, together with an anticipated time when a full response can be provided.

Step three: If you need to make a formal complaint

Hopefully we'll be able to solve your issue before this! However, if we're not able to reach an agreeable solution, your complaint is open for longer than 8 weeks or we have not acknowledged your complaint within 28 working days, we'll share the contact details of the Property Redress Scheme and ANUK/Unipol National Code (if applicable).

If it becomes apparent before the 8 weeks have finished that we're not able to agree on a resolution for your complaint, we may reach a position of 'deadlock'. In this case, we'll write to you explaining everything from our view, and make a final offer of resolution. If you decline this offer, we'll issue a formal deadlock letter which you can take to the Property Redress Scheme or ANUK/Unipol National Code (if applicable) for independent investigation.

You can get in touch with the Property Redress Scheme by phone on 0333 321 9418, by email info@propertyredress.co.uk or through their website or you can write to them at Property Redress Scheme, Limelight, 1st Floor Studio 3, Elstree Way, Borehamwood, WD6 1JH.

If your home is registered with ANUK/Unipol National Code and you wish to escalate your complaint to them, please visit their website. If you aren't sure whether your home is registered with ANUK/Unipol National Code, please ask us.

Both the Property Redress Scheme and ANUK/Unipol National Code are free and independent services and they will undertake a full review of your concerns and of the actions that base took in order to try to get to a resolution. If they find that we have not acted correctly, then they will tell us what we are required to do in order to put things right. This can include an explanation and/or an apology. It can also include actions that we have to take, which may include compensation. Their decision is binding on us, but not on you.

You must raise any complaint with the Property Redress Scheme within 12 months of our final response and for ANUK/Unipol National Code within 6 months of the end of your tenancy.

Independent advice

If you need independent advice at any time you can contact Citizens Advice by phone on 0808 223 1133 for England and 0808 223 1144 for a Welsh language service. You can visit their website at citizensadvice.org.uk. Their service is free, independent and confidential.