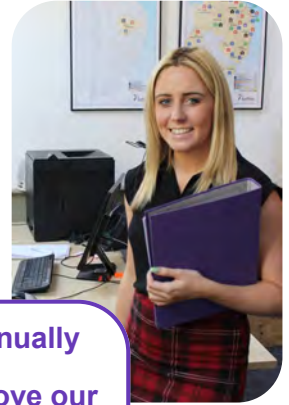


Tell us how we're doing



We are continually trying to improve our services, so if you have any suggestions please let us know.



Have you had a
positive experience
with Saffron?

If you have received excellent
customer service from a
member of our staff, please let
us know, we will be pleased to
pass your comments on. You
can use the attached form and
send it to us or hand it to a
member of staff.



Could we have done better?

With your help and input we can make things better.

Please complete the attached form.

We will then look into your comments and come back to you in writing within 10 working days or a Manager will be in touch to let you know of any delay.

When we reply, we will include information on how you can take your complaint further if you are not satisfied with our response.



We want to hear from you

contact us in person, letter,
phone, or via social media.



Saffron Housing Trust

Tel: 01508 532000

Fax: 01508 532083

Saffron Barn

Swan Lane

Long Stratton

Norfolk NR15 2XP



info@saffronhousing.co.uk

www.saffronhousing.co.uk



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[@saffronhousing](https://twitter.com/saffronhousing)

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Registered Office: Saffron Barn, Swan Lane, Long Stratton, Norfolk NR15 2XP



This leaflet is CAP approved

Saffron Housing Trust Limited
Saffron Barn
Swan Lane
Long Stratton
Norfolk
NR15 2XP





Feedback Form

Please write clearly in black ink

Name: _____

Address: _____

Telephone (daytime): _____ Mobile: _____

Email: _____

Type of feedback (tick the relevant box):

Please fold along line

- Compliment or thanks Suggestion for improvement Complaint

Please tell us what you think:

Have you shared your thoughts with anyone from Saffron before?
