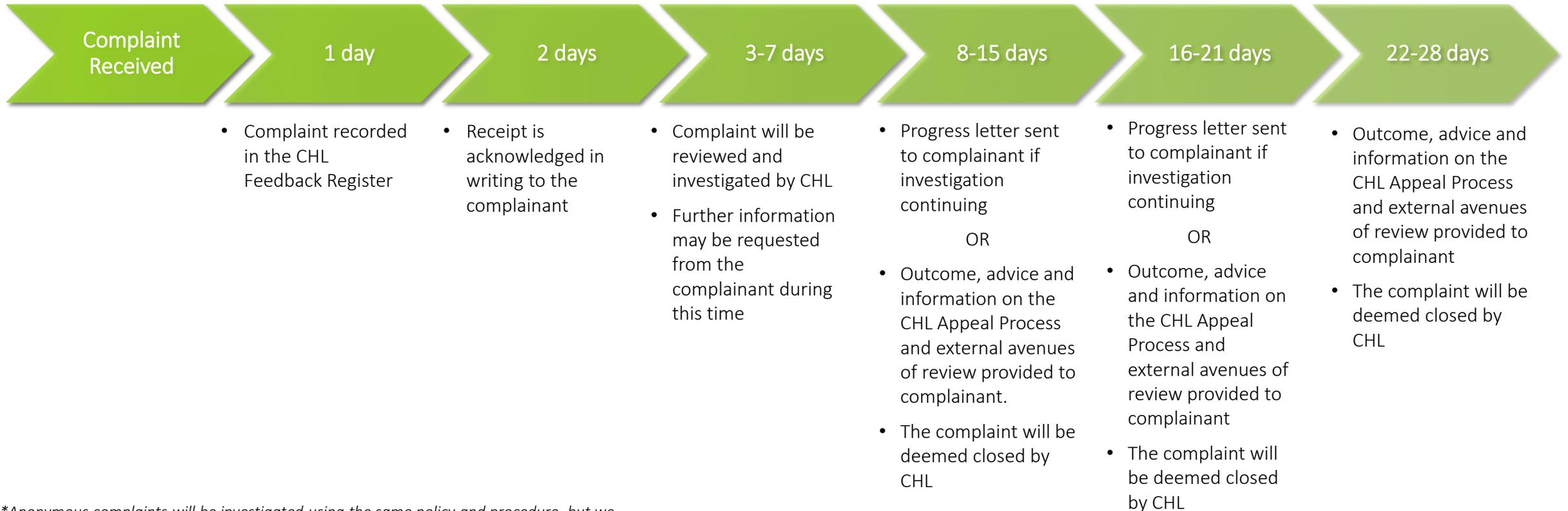




CHL COMPLAINTS RESPONSE TIMEFRAMES

COMMUNITY HOUSING LTD
GROUP OF COMPANIES



**Anonymous complaints will be investigated using the same policy and procedure, but we are unable to communicate progress or outcome due to the anonymity of the complainant*

March 2024, version 3.2 (website)

CHL is committed to efficient and responsive communication with our customers and community

Timeframes provided here are indicative only, to allow for consideration of occasions where information is received outside of operating hours