



HM Government

**UNACCEPTABLE**

# Reported bad insulation and it hasn't been fixed? Unacceptable.

If you have an issue with your social housing provider, it's now easier to make things right.

- ✓ First, complain to your landlord
- ✓ Not happy with their response? No need to wait
- ✓ You can now go straight to the Housing Ombudsman who will investigate fairly and impartially.



Visit [gov.uk/social-housing-complaints](https://www.gov.uk/social-housing-complaints) to find out more



Make things right