

## Compliments and Comments

If you feel you have received a good service from us or you feel that the way we do some things work well, please tell us so that good practice can be identified, encouraged and continue to improve.

We also like to hear any comments or suggestions you may have about our policies and procedures, or how we can improve our service. We encourage and evaluate these comments and incorporate them into reviews of the policies and procedures.

We will make sure all compliments and comments are given proper consideration as we are continually reviewing the delivery of our services. We will report the overall outcomes and improvements made as a result of compliments and comments in our Tenants' Newsletter.

If you have a compliment or comment for us, you can tell us, or telephone, write or email us using the following contact details:

- Telephone 01450 364200
- [Online](http://waverley-housing.co.uk) at waverley-housing.co.uk
- E-mail [info@waverley-housing.co.uk](mailto:info@waverley-housing.co.uk)
- Write to Company Administrator, Waverley Housing, FREEPOST SCO792, Hawick, TD9 0JF
- Fax to 01450 375905