

COMPLAINTS

A complaint is defined as:

“An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation , its own staff, or those acting on its behalf, affecting an individual resident or group of residents. ”

You can submit a complaint via:

- Mybdht online customer portal
- Email
- By letter or complaint form
- Facebook or Twitter
- Text
- In person

Our targets:

- To acknowledge complaints within 1 working day and confirm who will be investigating your complaint
- To complete complaint investigations within 10 working days at Stage 1
- To complete complaint review investigations at Stage 2 within 20 working days
- To provide reasonable notice if your complaint response will be delayed and why
- Any delay beyond a total of 20 working days at Stage 1 or 30 working days at Stage 2 must be agreed by you. We will advise you of your right to contact the Housing Ombudsman if you do not wish to agree to such an extension.

You can contact the Independent Housing Ombudsman Service for advice at any point during the complaint investigation process or even before the complaint process begins. They are there to assist and advise you. Their contact details are:

Telephone 0300 111 3000 Website www.housing-ombudsman.org.uk

Address: Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ

If you have any questions, contact the Business Improvement Team

Complaints Process

We wish to learn from our mistakes and therefore, where we have failed to deliver an acceptable service, we value and welcome complaints.

Where an expression of dissatisfaction is received and staff are unable to resolve the issue quickly and to your satisfaction, a formal complaint will be initiated at Stage 1. The formal complaint process comprises of two stages:

Stage 1

Investigation by the service Manager or Head of Service

- You will be contacted within 2 working days of complaint acknowledgement to discuss the details. The manager will arrange to visit you to understand the issues, unless you expressly request otherwise
- At the point of contact with the manager, you must raise *all* items you wish to be investigated. The manager can only consider items that they have been informed about and will confirm these to you.
- You will be given a complaint response deadline and will be contacted if there is any delay to this
- Upon completion of a full investigation, a response letter will be sent to you, outlining:
 - the outcome of the investigation
 - the reasons for the decision
 - details of any remedy offered to put things right including any compensation
 - details of any outstanding actions
 - the name of the officer who is responsible for implementing any actions
 - Any lessons learnt.
- The complaint response letter will include details on how to escalate your complaint to Stage 2. Please note: the purpose of escalation to stage 2 of the process is to review the stage 1 investigation and outcome. This should not be used to raise unrelated issues, that should have been raised at stage 1.

Stage 2

Investigation by a Director

- If you ask to escalate your complaint to Stage 2 of the process, you must provide us with clear reasons as to why you wish to escalate the complaint. ***Any new, unrelated issues, which were not raised at stage 1 of the process cannot be considered at stage 2—we will open a new stage 1 complaint.***
- We will write to you within 1 working day of receipt to confirm this. You will be given a complaint response deadline, and will be contacted if there is any delay to this
- The investigating Director will review the Stage 1 investigation and consider any additional information provided by you
- Upon completion of a full investigation, the investigating Director will write to you with the outcome

If you remain dissatisfied

If you remain dissatisfied with the outcome at Stage 2, you can progress your complaint to a designated person and/or the Independent Housing Ombudsman Service—we will include details of how to do this in our Stage 2 response letter

Exceptions

- You can appoint a representative to deal with your complaint on your behalf (*for Data Protection, we will require a DPA form to be completed and signed by yourself*), and to be represented and/or accompanied at any meeting with the bdht where this has been requested or offered and where this is reasonable.
- There may be occasions where bdht are unable to take your enquiry as a formal complaint—these are outlined in our Complaints Policy. Please contact us if you would like to see a copy or view a copy on our website www.bdht.co.uk.
- It may not be necessary for you to use the formal procedure for every matter – staff always welcome the opportunity to put things right whenever they can. By approaching staff directly and informally, matters can hopefully be resolved quickly. These can be referred to as ‘Quick Fixes’

Equality Statement

We are committed to Equality and Diversity, ensuring everyone has equal access to services and information. bdht always treat all people with respect.

Confidentiality Statement

We take the confidentiality of our customers' information seriously.

This means that any information written or verbal about customers will be held in confidence, treated with the utmost care and will comply with GDPR regulations.

Customer feedback

Your views are important to us as they help us improve our services. We strive for customer excellence and welcome your comments, compliments and complaints.

We have a formal complaints procedure and treat all complaints as an opportunity to improve our policies, processes and procedures.

This document is available in large print, audio and a number of languages

For further advice and support, you could contact:

Citizens Advice Bromsgrove & Redditch

Phone: 0344 411 1303 or via website www.citizensadvice.org.uk

Shelter (Housing advice) - Phone 0808 800 4444 or via website www.shelter.org.uk

You can get in touch with bdht using any of the following methods:

- **Website:** www.bdht.co.uk via mybdht online customer portal
- **Twitter or Facebook**
- **Phone:** 0800 0850 160 or 01527 557557
- **Text:** 83080 start your message with the word **bdht**
- **Email:** contactus@bdht.co.uk
- **Fax:** 01527 557600
- **Letter:** Freepost BDHT
- **In person:** **bdht** offices Buntsford Court

Other leaflets available:

Customer Care

Confidentiality

