

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. ”

Targets:

To complete investigations within 10 working days*

bdht aims to provide excellent services. Regrettably, there will be occasions when for a variety of reasons this aim is not achieved. When this happens, bdht has a formal complaints procedure which aims to ensure that we deal with all complaints fairly, openly and without bias.

- Complaints can be made via the mybdht online customer portal, via **Facebook** or **Twitter**, in person, by telephone, by letter or bdht complaint form, by email, fax or by text.
- You can appoint a representative to deal with your complaint on your behalf, 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.
- We will write to you within 1 working day of receiving your complaint to acknowledge receipt of the complaint and to confirm who will be investigating your complaint.
- We will keep you informed, in writing, at each stage of the complaint process of the name of the person conducting the investigation and the timescale within which the investigation will be completed.

We will

- Treat you with courtesy and respect.
- Deal with your Complaint confidentially
- Be Fair in our investigation
- Apologise when we have got things wrong

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 3 distinct stages:

Stage 1

Investigation by the Manager, Head of Service or Director of the service subject of the complaint

- We aim to complete the investigation and provide a full written response within 10 working days from the date we acknowledge receipt of your complaint
- The investigating manager will contact you within 2 working days of acknowledgement of the complaint to discuss the details. The manager will arrange to visit you to understand the issues, unless you expressly request otherwise
- Upon completion of a full investigation, the investigating manager will contact you to discuss their findings and will then write to you with the outcome
- The investigating manager will ensure that you understand
 - the outcome of any investigation
 - the reasons for the decision
 - the details of any remedy offered to put things right
 - details of any outstanding actions
 - the name of the officer who is responsible for implementing any actions
 - any compensation to be paid
- The investigating manager will inform you of how you can move your complaint to the next stage of the process if you are dissatisfied with the outcome
- If you ask to escalate your complaint to Stage 2 of the process we will write to you within 1 working day of receipt to confirm this

Stage 2

Investigation by the Director of Finance & ICT or Chief Executive of bdht

- We aim to complete the investigation and provide a full written response within 10 working days from the date we acknowledge escalation of your complaint
- The Director or Chief Exec will review the stage 1 investigation and consider any new information provided by the complainant
- Upon completion of a full investigation, the investigating Director or Chief Exec will write to you with the outcome

Stage 3

Designated Person / Independent Housing Ombudsman Service

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

*Delays

If a Stage 1 or 2 investigation is complex and cannot be completed within the time specified we will contact you to discuss the reasons for the delay and to agree on revised timescales within which the investigation will be completed, which will be confirmed in writing

'Quick Fixes'

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

You can contact the Independent Housing Ombudsman Service 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 about the complaints standard please contact the Business Improvement Team

Other leaflets available:

Customer Care

Confidentiality

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

