

Customer feedback and complaints

Giving us your feedback

If you feel we have got something wrong or provided a poor service, please tell us.

You can give us your feedback or make a complaint by phone, email, social media, letter, via our website or in person.

If we have made a mistake, we want to have the opportunity to put things right.

General Feedback, Comments and Suggestions

- A customer service officer will log and share your feedback with the relevant colleague and provide a response, if required, within five working days.

Feedback with resolution

- Our customer services officers will aim to resolve your concern/s as soon as possible, and respond within five working days. If you are dissatisfied with the way that your concerns have been handled or we have not been able to provide a resolution within this time, we can begin our complaints process. You may commence a formal complaint at any time.

Our complaints procedure

Stage 1 complaints (10 days)

As soon as the matter is logged as a formal complaint, we will do the following:

- Acknowledge your complaint.

- Ensure we have a full understanding of your complaint and clarify anything we are unsure about.
- Provide you with the details of the Manager who will be overseeing your complaint.
- Resolve your complaint quickly and fairly and write to you to explain what we have done or will do to put things right. Our aim is to reach a satisfactory conclusion within 10 working days of logging the issue.
- If new issues are raised during this stage of the investigation, the complaint handler will try to incorporate these (if relevant) into their investigation and subsequent response. However, if the new issue(s) will cause an unreasonable delay to the stage 1 response, it will be logged as a new complaint.
- If you remain dissatisfied with the solutions offered at the end of this stage, you have 15 days in which to tell us you wish to escalate the complaint (stage 2).
- We will write to you once your complaint has been closed to understand how satisfied you are with how we handled it.

If we decide not to accept a complaint, for any reason, we will explain why, and the customer will have the right to challenge this decision by bringing the matter to the Housing Ombudsman.

Stage 2 complaint escalation (20 days)

Your complaint will be passed to a relevant Director who will carry out a full review of your complaint and respond to you within twenty working days, in writing.

Housing Ombudsman Service

You have the right to contact the Housing Ombudsman Service at any stage of the feedback process to seek impartial advice.

Call: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Visit:

www.housingombudsman.org.uk/contact-us

Write to:

Housing Ombudsman Service PO Box 152,

Liverpool L33 7WQ

What can I complain about?

- Delays in responding to your requests or enquiries.
- Failure to provide a service.
- Our standard of service.
- Our failure to follow procedure.
- Treatment by or attitude of a member of our staff.
- Your complaint may involve more than one of our services or be about someone working on our behalf.

What can't I complain about?

- A routine first-time request for a service, for example reporting a problem that needs to be repaired or initial action on anti-social behaviour.
- Where an alternative, more suitable policy would apply, e.g., for complaints about the conduct and behaviour of another resident, we would refer to our anti-social behaviour policy.
- Requests to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision following a stage 2 investigation.
- Where legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having

been filed at court or, in the case of a claim for alleged disrepair/housing condition, where a letter of claim has been received.

- When it relates to services not provided by Brighter Places or partners acting on our behalf.
- Where the Unreasonable Complainant Behaviour restrictions have been applied.
- Personal injury or third-party liability claims. These claims will be dealt with by our insurers.
- Compensation claims (the reason for claiming compensation may need investigation as a complaint, however the compensation claim itself is considered in line with our Compensation Policy).
- Dissatisfaction with the content of our policies will not be dealt with as a complaint, but we will still provide customers with a response to the issue, and we will consider feedback when carrying out future policy reviews.
- We may decline to investigate a complaint about a specific incident or service failure that occurred over 6 months prior to the complaint being made. Discretion will be used, particularly if there is evidence of a longstanding or continuing problem.

What we do with your feedback

We value all feedback and use this to help us improve our services.

We share all Learning from Feedback with the Brighter Places Engagement Panel who help us to continually monitor our services and seek opportunities to make improvements.

We publish a quarterly summary of the feedback we have received and some of the improvements to services made as a result.

We publish information in our annual report and share organisational learning to help improve our services

Target time for responding to complaints

Initial feedback (If applicable)	Stage 1 formal complaint	Stage 2 complaint escalation
Up to 5 days	10 days <i>Up to ten additional days' investigation time may be required in exceptional circumstances.</i>	20 days <i>Up to ten additional days' investigation time may be required in exceptional circumstances.</i>

Target response times:

STAGE 1: 10 days

STAGE 2: 20 days
