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

When you give us feedback this is logged and shared with our Feedback team. We will acknowledge your feedback within five working days.

Our complaints procedure

Stage 1 complaint (10 working days)

- As soon as the matter is logged as a formal complaint, we will do the following:
- acknowledge your complaint within five working days
- make sure we understand your complaint and clarify anything we are unsure about
- tell you which member of our Feedback team will oversee your complaint
- resolve your complaint within 10 working days and write to you to explain what we have done or will do to put things right
- if new issues are raised during Stage 1 the Feedback team will try to consider these (if relevant) into their investigation and subsequent response
- if this is likely to cause a long delay, the new issue will be logged as a new complaint
- we may extend the complaint time with your agreement

- We will write to you once your complaint has been closed to ask how satisfied you are with how we handled it

If you are not happy with the Stage 1 outcome you can tell us you want the complaint to go to Stage 2

Stage 2 complaint escalation (20 working days)

- Your complaint will be passed to a relevant Director or Senior Manager who will arrange a review. They will respond to you in writing within twenty working days.

- If you do not agree with the response from our Stage 2 investigation then you can ask the Housing Ombudsman to look at your case.

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

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If we do not accept a complaint we will explain why. You have the right to challenge this decision with the Housing Ombudsman

What can't I complain about (continued)

- 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 - 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 six months before the complaint was 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 any 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 key 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.

Housing Ombudsman Service

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

0300 111 3000

www.housingombudsman.org.uk/contact-us

Please note the HOS does not accept new case enquiries sent by email

Housing Ombudsman Service PO Box 1484, Unit D, Preston PR2 0ET