

Complaints handling.

The standard you can expect from us.

We apologise if we get something wrong and learn from our mistakes. We also show you where changes have been made to services as a result of your feedback. We make it as easy as possible for you to make a complaint by telephone, email, letter, our website, in person or through an advocate.

We have a two stage formal complaints and feedback process. As far as possible we will aim to find a resolution to any issues straight away when you contact us. There will be some circumstances, such as complaints about a member of staff or very complex complaints, where this will not be possible and would need to start at Stage 1 of the formal process.

Early resolution

- We will aim to resolve your issue straight away when you contact us.
- If our Customer Services team is unable to resolve your issue there and then, they will signpost you to the team you need to deal with your issue giving them the opportunity resolve the issue as quickly as possible and allow them to identify any improvements we should make to the service.

1 Formal investigation (stage 1)

- If we have been unable to resolve your issue straight away or if you feel strongly that you wish your complaint to be made formal you should contact the Customer Services team who will pass your complaint on to the relevant team leader/ head of service.
- Your complaint will be acknowledged within three working days.
- Within 10 working days, the team leader/ head of service will investigate your complaint and provide you with a full response or an update on progress if the complaint is particularly complex.

Independent review (stage 2)

- You can request an independent review of the Stage 1 decision by contacting the Customer Services team, when:

circumstances the original investigating officer may be asked to look at the complaint again or refer to a senior officer in the team.

- 2: If you feel the response to your original complaint was not fully justified and any wrong has not been adequately addressed or rectified.
 - 3: If a customer provides evidence that warrants an independent review of a stage 1 complaint then the director of the relevant service will be appointed to investigate.
- We will send you a letter acknowledging your request within three working days of receiving your request to move to stage 2
 - The Independent Review will be conducted by the Director of the Service and Head of Business Improvement. A detailed report of the findings including recommendations will be compiled, approved and sent to you within 20 working days.
 - This would end our complaints procedure.

1: Not all aspects of the complaint were addressed at stage 1 and in these

We will attempt to resolve your issue straight away, however if this is not possible we will raise your complaint at Stage 1

Stage 1

Formal complaint

Stage 2

Independent review



If you are still dissatisfied with the outcome of your complaint, you can contact the Housing Ombudsman at the following address:

**Housing Ombudsman Service
PO Box 152
Liverpool
L33 7wq
www.housing-ombudsman.org.uk**

To view the Housing Ombudsman's Complaint Handling Code, which details how landlords should respond to complaints from their customers, visit:

www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code



How will we make sure we are doing what we say?

- Analyse and report to our Executive team every month all complaints so we can learn from the complaints we receive.
- Record and report to our Executive team the outcomes from all complaints.



How will we share how we are doing with you?

- Apologise if we get something wrong.
- Learn from our mistakes and show you where changes have been made to services as a result of your feedback.
- Keep you informed of timescales and the person handling your complaint so you know who to talk to if you have any questions or concerns.
- Provide a tailored service for vulnerable residents and those with specific needs.
- Clearly communicate what action we've taken and let you know what you can do if you are unhappy with decision we've made.



enquiries@bvt.org.uk



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