

Complaints, Compliments, Comments

This leaflet tells you how to:

- make a complaint when things go wrong
- compliment us when things go well
- make a comment or suggestion to help us improve our service.

If you would like this information in another language or format please phone us on 0121 561 1969.

You can contact us in any of the following ways.

- Phone: **0121 561 1969**
- E-mail: housing@bcha.co.uk
- Website: www.bcha.co.uk (fill in our online form)
- Fill in the form at the end of this leaflet, pop it in to an envelope and post it to:
Black Country Housing Group Ltd
134 High Street
Blackheath
West Midlands
B65 0EE
- You can also write to us at the address above
- You can also call in to our offices at the same address

Has something gone wrong?

We always try to get things right the first time. But we know this doesn't always happen. If something has gone wrong please let us know. We take all complaints seriously because we believe we can learn from our mistakes and improve our services.

How we will deal with your complaint

There are three stages to our complaints procedure.

Stage one - responding to your complaint

We will do the following.

- Register your complaint and pass it to a manager in the right area so they can investigate it and get back to you. (They will let you know they have received your complaint within 3 working days.)
- Investigate your complaint and write to you within 14 working days.

We hope that you will be happy with the result but if you are not, please tell us within 10 working days of receiving our response. Tell us why you are not happy and what you would like to happen. See stage two.

Stage two - if you are still not happy

We will do the following.

- Ask a manager not already involved to look at our response to your complaint. They will contact you within 3 working days to discuss this fully and to arrange to meet you if necessary.

- Examine our original response again and think about why you are still not happy and what you want us to do. We will write to you again within 14 working days.

We hope that you will be happy with the result but if you are not, please tell us within 10 working days of receiving our response. You will need to tell us why you are not happy and what you would like to happen. We will then move your complaint to stage three.

Stage three - the final appeal stage

An appeal panel made up of Chief Executive or another officer, a member from our management board and a customer representative will hear your appeal within 20 working days. You will be invited to attend the panel. We will send you a letter to confirm what the appeal panel decided within 5 working days of the panel meeting.

If you are still not happy with how we have dealt with your complaint, you can contact the Local Government Ombudsman who will investigate your complaint and how we handled it.

Local Government Ombudsman
Beverley House
17 Shipton Road
York
YO30 5FZ
Phone: 01904 380200
Fax: 01904 380269

Complimenting us

When we have done something well, please let us know so that we can keep doing it.

Comments and suggestions

Please feel free to comment on any part of our services or suggest something that you think would improve them. Your views are important to us. If we make any changes or improvements as a result of your suggestions, we will publish them in newsletters, publications and website.

Do you need help using our services?

If you are deaf or hard of hearing, all of our offices have hearing loops, ask our receptionists. These help you hear more clearly and reduce background noise if you use a hearing aid or loop listener. If you would like a hearing loop for a meeting, let us know beforehand so this can be provided.

If you are blind or partially sighted we can give you information in large print, on audio tape or in Braille.

Please phone 0121 561 1969 to discuss your needs with us.

If your first language isn't English, we can provide an interpreter either to help you over the phone or in person.

We want to know what you think

Use this form to make a complaint, compliment, comment or suggestion.

Please tick the appropriate box.

Are you making a: **Complaint** **Compliment** **Comment**

When you have filled in and signed this form, please tear it off, pop it in an envelope and post it to:

Black Country Housing Group Ltd
134 High Street
Blackheath
West Midlands
B65 0EE

Your details:

Name:

Address:

Postcode:
Phone:
E-mail:

If you are filling in this form for someone else, please give their details below:

Name:

Address:

Postcode:
Phone:
E-mail:

Your relationship to this person:

Please give the details of your complaint, compliment, comment or suggestion here:

If this is a complaint, how would you like us to contact you about it?

Phone **Letter** **Email**

Other (please tell us)

Your signature:Date:.....

Data protection

We will only share the personal information you give us within BCHG and with other agencies so that your complaint can be fully investigated. For more information about a complaint, compliment or comment please phone us on 0121 561 1969.