

Have your say

Complain, compliment or comment?



It's important to hear your views about the services we provide. We always try to get things right but, sometimes, things go wrong. This leaflet tells you how to complain, compliment us, comment, or make a suggestion.

How to make a complaint

We want to resolve your complaint as quickly as we can – so we have made this procedure very simple. You can telephone, email, visit us or write in and we'll register your complaint for you. All our contact details are printed on the back of this leaflet where you can also fill in a form. Alternatively, there is an online form on our website.

Stage One

Your complaint will be handled by the relevant manager who will investigate. They will:

- Tell you within three working days that they have received your complaint
- Investigate and write to you within 14 days about your complaint

Please write to us within 10 working days if you are not happy with the response. Tell us why you are not happy and what you would like to happen.

Stage Two

If your complaint has not been resolved, we will ask another manager who has not been involved to look at our response to your complaint. They will:

- Contact you within three working days to discuss this fully and to arrange to meet you if necessary
- Write to you within 14 working days

If you are still not happy with the outcome, please tell us within 10 working days – 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

This is the final appeal stage. An appeal panel made up of members of our management board, which often includes a tenant board member, will hear your appeal within 20 working days. We will:

- Invite you to attend the appeal panel
- Send you a letter confirming the panel's decision within five working days of this meeting

What if I'm still not happy?

You can contact the Independent Housing Ombudsman who will investigate your complaint and the way we have handled it. This is the address:

Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN
Tel: 0300 111 3000
Fax: 020 7831 1942
info@housing-ombudsman.org.uk

Compliment, comment or suggestion

We want to hear from you when we get it right – and we want to hear your views and suggestions because these help us to improve our services. If we make improvements thanks to your feedback, we will publish them in our newsletters, publications and on our website. Please use the form on the back of this leaflet or go to our website and complete it online.

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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 cut it out, 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.

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We want to know what you think because your views and suggestions help us to improve our services. Fill out the form inside to make a complaint, compliment or comment. Then simply post it to:

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



Need help using our services?

If you are deaf or hard of hearing, all of our offices have hearing loops – please 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. 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.

How to contact us:

- 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 into 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