



Black Country Housing Group Ltd. Complaints Procedure

Good customer relations are of key importance to Black Country Housing. The organisation continually seeks ways of improving services provided to tenants and other customers. We welcome comments and feedback, both good and bad and seek to use them to further improve our service delivery.

Details of our Complaints Procedure are set out below: -

Who can make a complaint using this procedure?

Tenants, leaseholders and other customers who are dissatisfied with the service provided by the Group.

What can I complain about and to whom?

You can complain about any aspect of our service delivery by contacting us and speaking to the Officer or Worker responsible for the service with which you are dissatisfied. Our aim is to seek to resolve complaints at the earliest possible stage.

How can I make the complaint?

You can make the complaint in person, by letter, by email or by telephone. We treat all complaints as a priority.

We will discuss your complaints with you and seek to address your concerns at the earliest possible stage. If we can resolve the matter we will agree with you the action that is to be taken to address the complaint and confirm this to you in a letter. If it is not possible to resolve your complaint we will discuss the options that are available to you.

2.0 What happens if I am unhappy with the outcome?

If you are dissatisfied with the outcome you can make a formal complaint by completing our Complaints Form which is available upon request. Please note any formal complaint must be made within three months of the incident occurring.

There are four simple steps to making a Formal complaint.

Step 1 – Complete a Complaints Form

The Complaint form will normally be acknowledged within 5 working days of receipt by the section Manager. We will aim to fully investigate the complaint and respond to the complainant in writing within 15 working days. However in some circumstances this may take longer. If this is the case the Manager will write and advise you accordingly.

Step 2 – Write to the relevant Director

If you are dissatisfied with the outcome of step 1 then you should write to the Director within one month of the decision being made setting out the reasons for your dissatisfaction with the outcome. The Director will review the complaint and investigation process. This may involve you being interviewed. A written response will normally be made within 15 working days to advise the outcome. However in some circumstances this may take longer. If this is the case the Director will write and advise you accordingly.

Step 3 – Write to the Chief Executive

If you remain dissatisfied with the Director of Housing's response/decision then you should write to the Chief Executive within one month of receiving the written response setting out the reasons for your dissatisfaction.

The Chief Executive will arrange for the complaint to be considered by a panel hearing. You will be invited to attend the panel hearing. The panel will consist of the Chief Executive or their nominee, a Board member and a tenant representative. The aim of this hearing will be to look independently and impartially at the complaint and the way it was handled. A decision will be made following this hearing and you will receive a written response normally within 28 days of the hearing taking place.

Step 4 – Contact the Ombudsman

The panel hearing is the final stage of our internal Complaints Procedure. If you remain dissatisfied following the panel's decision you should contact the Ombudsman on tel: 0845-712-5973 for further advice and guidance on remedies.

Please note that the Ombudsman will not take on any case, which has not exhausted the internal Complaint Procedure first. This is to allow the organisation the opportunity to address the issue before it is scrutinised.