



## Compliments Complaints Comments

Birmingham Civic is committed to providing a high quality service to all our customers. However despite our best efforts, things can sometimes go wrong. If you have a complaint please tell us so we can put things right. We would also like to hear from you if you feel we have done something well or would like to make a comment or suggestion. This will help us improve our services.

### Compliments or Comments

If you feel we have done something well or you feel one of our staff deserves a special thank you we want to hear from you.

Letting us know about something we have done well will help to inform and guide us to continue providing an excellent service. Complete the form at the end of this document or email us at [bcha@bcivic.co.uk](mailto:bcha@bcivic.co.uk)

### Complaints

We follow the Housing Ombudsman's complaint handling code which provides the following definition of a complaint:

***" A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff or those acting on its behalf, affecting an individual resident or a group of residents".***

We want you to tell us when:

- We fail to deliver a service
- You are unhappy with the standard of our service or a service delivered on our behalf by another company, for example, a maintenance contractor.
- You are unhappy with our response when you request a service
- You have received poor customer service or discrimination from a member of our staff or from a company acting on our behalf.
- You are unhappy about our policies or how they have been used
- You feel you have been treated unfairly

Please note we only deal with a complaint regarding an issue which is less than 6 months old and we will not accept a complaint on a matter that is already subject of legal proceedings or has previously been dealt with under the complaints procedure.

## Who can complain ?

You can make a complaint if you are:

- A tenant
- Applying for a home with us
- Any other person or organisation affected by our services

You may appoint someone to deal with a complaint on your behalf and you may bring someone with you to any meetings held to discuss your complaint.

How do I make a complaint?

You can make a complaint in any way you choose:

- At our office and give details of your complaint to a member of staff
- Email, you can find this at **bcha@bcivic.co.uk**
- Letter – write to us at 230-234 Wheelwright Road, Erdington. B24 8EH
- Phone – 0121 382 5105
- on-line via our website – [www.bcivic.co.uk](http://www.bcivic.co.uk)
- Using the form at the end of this document and sending it to us by post or email.

Complaints can also be made to any member of staff. Try and speak to the person you would normally deal with or a Housing Manager if they are not available.

## What happens if I complain?

We will do our best to sort things out straight away. We recognise there will be times when things are more complex and we need more time, if this is the case we will let you know and keep you informed of progress.

We will:

- Take your complaint seriously and investigate it in an impartial manner
- Give you a named contact for your complaint.
- Offer extra support if you need it, for example interpreting
- Acknowledge your complaint within 5 working days and provide a Stage 1 decision within 10 working days of receipt of the complaint
- Keep the complaint confidential as far as possible with information only disclosed if necessary to properly investigate the matter
- Consider all the information and evidence carefully
- Give you the opportunity to respond or challenge any area of dispute before making the final decision.
- Explain the reasons for decisions made and the details of any remedy to put things right

- Resolve complaints at the earliest stage and as quickly as possible
- Acknowledge mistakes we have made and apologise for any failures and inform you of the action we are taking to prevent the issue happening again
- Offer an appropriate remedy and tell you if you are entitled to compensation under our compensation policy
- Let you know your options if you are not satisfied with the outcome of your complaint

## **Formal Complaints Procedure**

### **Stage One**

Once we receive your complaint this will be referred to the Housing Manager designated to deal with complaints who will;

- Acknowledge your complaint within 5 working days.
- Respond fully to you within 10 working days from receipt of the complaint. If this proves impossible we will let you know we need further time to consider the complaint - this should not exceed a further 10 working days unless there is a good reason in which case we will provide a full explanation and a timescale for a response.
- The response will give the outcome of your complaint, the reasons for any decisions and any proposals to put things right. Any remedy offered will have regard to the detriment caused to you as a result of our failure. We will inform you if you are entitled to compensation under our compensation policy.
- The response will tell you how to appeal against the decision if you are dissatisfied with the outcome.

### **Stage Two**

If you are unhappy with the outcome at Stage One, you may progress your complaint to Stage two. To do this you will need to write to us within 14 days of the Stage one decision giving the reasons for your appeal and the outcome you are seeking.

Your appeal will be passed to the Chief Executive. They will review all the information from Stage one and speak to you to see if a resolution can be reached. The Chief Executive will respond within 20 working days from the date you requested a review of the Stage one decision. If this proves impossible they will let you know that further time is needed - this should not exceed a further 10 working days unless there is a good reason in which case they will provide a full explanation and a timescale for a response.

The Chief Executive will inform you in writing of the outcome, the reasons for any decisions and any proposals to put things right. Any remedy offered will have regard to the detriment caused to you as a result of our failure. The Chief Executive will tell you your options if you are not satisfied with the outcome.

### **What if I am not happy with the Stage two decision ?**

If you are still not satisfied with the outcome at Stage two, you will have exhausted Birmingham Civic's internal complaints procedure.

We will tell you what options you have to take your complaint to an external body. This can be a designated person such as your local councillor or MP as well as the Housing Ombudsman service. <http://www.housing-ombudsman.org.uk/>

The Housing Ombudsman is unable to consider cases until eight weeks after our final response. During that period you may, if you wish, contact a "Designated Person" who may be able to help you to resolve the complaint or can refer your complaint on to the Housing Ombudsman Service. A designated person can be an MP or local councillor or a tenant panel. Birmingham Civic Housing Association does not currently have a designated tenant panel, you can find your local councillor and Member of Parliament using the link below.

Click on the link below to find your local councillor and Member of Parliament.

<https://www.writetothem.com/>

### **Satisfaction Monitoring**

We monitor monitor customer satisfaction with our handling of complaints and report this to Board of Management and Audit Committee.

We review all complaints to identify areas for improvement and we use this learning to revise our policies and procedures, train staff and improve communication and record keeping.

We share the lessons learnt with tenants through our annual report.

Why this is important?

- We treat all complaints seriously.
- Whatever happens we want to learn what has gone wrong so we can change how we work and improve our service to you.

### **Unreasonable and Persistent Complaints**

We reserve the right not to deal with a complaint if it is being pursued in an unreasonable manner. Use of offensive or abusive language will not be tolerated .

### **Housing Ombudsman Complaint Handling Code**

We follow the requirements of the Housing Ombudsman Complaint Handling Code a copy of this is available at <http://www.housing-ombudsman.org.uk/>

## Compliments, Complaints, Comments

Name:

Address:

Telephone (home)

Mobile

Email:

Is this a:

Compliment

Complaint

Comment

What is your compliment, complaint or comment?

If it is a Complaint, what outcome are you seeking?

Signature

Date

Please return to:

Birmingham Civic Housing Association, 230-234 Wheelwright Road, Erdington

Birmingham B24 8EH

Email: [bcha@bcivic.co.uk](mailto:bcha@bcivic.co.uk) Tel: 0121 382 5105