

Complaints Process

Easy Read



If you are unhappy with Berneslai Homes, we want you to tell us - it's okay to complain. We'll do our best to put things right for you. This guide tells you how to make a complaint and what to expect.

You, a family member or friend can contact us to make a complaint in the following ways:

-  01226 787878
-  customerservices@berneslaihomes.co.uk
-  Customer Services, Berneslai Homes,
PO BOX 627, Barnsley, S70 9FZ
-  www.berneslaihomes.co.uk



Our complaint stages...

STAGE 1

We will acknowledge your complaint within 5 working days.

We will investigate and respond within 10 working days.

STAGE 2




Still unhappy... tell us within 4 weeks of your Stage 1 response.

We'll acknowledge your complaint in 5 working days.

An Executive Director or Head of Service will respond within 20 working days.

Still unhappy...

You can contact the Housing Ombudsman at any time if you need help making a complaint, you can do this in the following ways:

-  housing-ombudsman.org.uk
-  0300 111 3000
-  Housing Ombudsman Service
PO Box 1484
Unit D, Preston
PR2 0ET

Find out more on our complaints process...

