

## **Berneslai Homes Complaints Procedure**

### **What we do with your stage 1 formal complaint**

We aim to complete the complaint investigation and send out your response letter within 10 working days of the date of acknowledgement. The date your response letter is due is called the target date. We will send out your response on or before the target date. If for any reason we cannot respond within this time, we will contact you to discuss the reasons for the delay and seek your agreement to an extension to the target date. This is in line with the Housing Ombudsman's Complaint Handling Code. For more information about the Housing Ombudsman, please see details below.

### **What happens at stage 2?**

If you are not happy with the response to your complaint, you can ask us to look at your complaint again. This is what we call a stage 2 complaint. We will investigate your complaint and will:

- review the action we have taken so far;
- contact you to discuss your complaint and gather any extra information needed;
- contact our staff to gather extra information;
- consider the evidence; and then
- pass the findings to the appropriate Executive Director who will make the final decision.

We will send out your stage 2 response on or before 20 working days from the date we acknowledge your stage 2 request. We will contact you to let you know if we cannot respond to you within this time.

### **The Housing Ombudsman**

The role of the Housing Ombudsman is to encourage and assist landlords and tenants to resolve a dispute at the earliest opportunity, you can contact them to talk about your concerns and see if they can help in any way at any point before or during the complaint process.

After a complaint has gone through both stages of our complaint's procedure, if the resident remains dissatisfied, and if they are a tenant, they can complain to the Housing Ombudsman.

### **How do I contact the Housing Ombudsman?**

Complaint form: Fill in the online complaint form <https://www.housing-ombudsman.org.uk/residents/make-a-complaint/>

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Phone: 0300 111 3000

Phonelines are open Monday to Friday 9am to 5pm.

Lines will be closed for staff training every Thursday from 3.30pm to 5pm.

Calls are recorded for training and monitoring purposes.

Write to:

Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

Fax: 020 7831 1942