

## **Berneslai Homes Complaints Procedure**

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

Your complaint will be investigated by the manager named on the enclosed letter and you will receive a reply within 10 working days of us receiving it. If you feel that there are special reasons for us to respond sooner, we may be able to agree an earlier date. If we can't respond to you by the agreed time, we will contact you to let you know.

### **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 then respond to you in writing within 20 working days. 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. Complainants can contact them regarding enquiries and advice at any point before or during the complaint process, but this advice will not involve passing any comment on the complaint and what the decision or outcome of the complaint should be.

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?**

You can contact them direct: by phone on 03001113000, by e-mail at [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk), on-line at [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk) or by post to Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ.