

Your comments count

A guide to how to make a compliment, a complaint or a suggestion about Berneslai Homes.

Your comments, good or bad, can help us to improve our services. If you have a problem or an idea, we can only act on it if you tell us about it.

How to tell us your compliment, complaint or suggestion

You can contact us in any of the following ways.

- Online at www.berneslaihomes.co.uk/customerservices
- By email to customerservices@berneslaihomes.co.uk.
- If you have a smartphone or tablet, visit your app store and download the Berneslai Homes app.
- Over the phone on **01226 775555**.
- Make an appointment to visit a Barnsley Connects office by phoning **01226 787896**.
- In writing to Berneslai Homes, PO Box 627, Barnsley S70 9FZ.

Compliments

Please tell us if you want to pass on a compliment or say thanks to our staff. It is nice to know that we are doing a good job. We can also learn from and build on the good things. We pass on any compliments we receive to the relevant staff and their manager.

Suggestions

We welcome your suggestions. You are in the best position to tell us how we can improve our service. We will confirm that we have received your suggestion and give you feedback.

Complaints

We welcome complaints. Not only can we try to sort your problem out, but if needed, we can improve our services and change how we do things in the future.

If you want to make a complaint, we need to know:

- your name;
- your address;
- your phone number;
- when the problem happened;
- brief details of the problem;
- who was involved; and
- what you would like to happen as a result of your complaint.

If you cannot contact us yourself, someone else can make a complaint for you. We will need their name and address too.

Informal complaint

If you complain, we will always try to deal with the problem straightaway. We call this an informal complaint. If we can't sort out your complaint immediately, we will let you know when we will deal with it by.

Stage one formal complaint

You can ask us to investigate and respond to your complaint at any time in a more formal way. We call this a stage one formal complaint. Whichever way you complain, we will make

Your comments count

sure we pass it to the right person, and that it is investigated quickly. We will write to you within two days of receiving your complaint to tell you:

- that we have got your complaint;
- who is dealing with it;
- how you can contact the person; and
- when you will receive a response.

We will then investigate and reply to you within 10 working days. We can agree to respond sooner if you feel we need to. If we can't respond by the agreed time, we will contact you to let you know.

Stage two formal complaint

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

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

We will send our written response to you within 15 working days. If we can't respond within this time, we will let you know.

Complaining to the Housing Ombudsman

If you are not satisfied after you have gone through our complaints procedure, you can ask the Housing Ombudsman to investigate, but there are certain steps you need to have followed before they will agree to investigate.

You should ask a designated person to help resolve your complaint. You can contact any of the following designated persons:

- A local Councillor on **01226 787890**;
- An MP on **01226 787890**;
- The tenant panel run by Barnsley Federation of Tenants and Residents on **01226 240110**.

Or, if you prefer, you can wait 8 weeks from the date you receive the stage 2 response letter and contact the Housing Ombudsman directly.

You can contact the Housing Ombudsman, by phone on **0300 111 3000**, by e-mail at **info@housing-ombudsman.org.uk**, on-line at **www.housing-ombudsman.org.uk** or by post to Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ.

Did you know you can access our services online by visiting us at www.berneslaihomes.co.uk

For all general enquiries please phone **01226 775555**
(Monday to Friday 8am to 8pm and Saturday 8am to 1pm)

Or for repairs phone **01226 787878** (24 hours a day, 7 days a week)

A fresh approach to people, homes and communities

