

Dealing With Your Complaint

Bromford.

Service Standards

We are committed to providing a great service but we know that sometimes things may not always go to plan. The following outlines our approach to complaint handling and the service you should expect from making a complaint until your issue is resolved.

We will:

Make it easy for you or your advocate to make a complaint in any of the following ways:

- phone: **0330 1234 034** lines open 8am to 6pm Monday to Friday
- website: **bromford.co.uk/contact/make-a-complaint**
- post: Bromford, 1 Venture Court, Broadlands, Wolverhampton, WV10 6TB
- in person: to any Bromford colleague or a contractor working on our behalf

When dealing with your complaint we will:

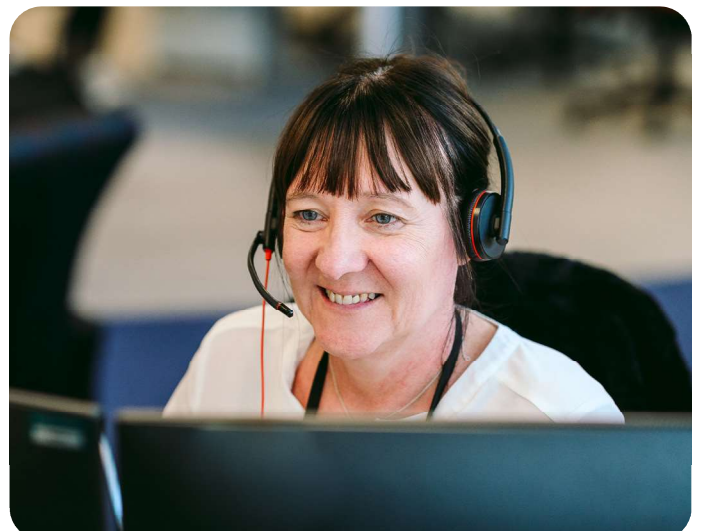
- apologise
- listen and ask questions to make sure that we understand the reasons for dissatisfaction and what you would like us to do to put things right
- give you a fair chance to set out your position
- consider all the relevant information and evidence carefully

- investigate your complaint thoroughly and ensure that we consider your personal circumstances, including how we can best communicate with you throughout the process
- be transparent and fair in our communications and decision making
- put things right quickly and promptly and if we are unable to resolve a complaint as quickly as we would like to, we will explain the reasons why
- deal with your complaint on it's own merit, act independently and have an open mind
- take steps to address any actual or perceived conflict of interest
- learn from your feedback to improve our services

We have a two-stage procedure, in line with the **Housing Ombudsman Complaint Handling Code 2024**.

We ask you to:

- explain what you feel has gone wrong and why
- tell us the outcome you are looking for in order to resolve your complaint



Responding to your complaint

Stage one

We will:

- acknowledge your complaint by your preferred method of communication within five working days of us receiving it
- aim to issue responses within 10 working days of the complaint being acknowledged
- provide a quality resolution but if we need more time, we will agree an extension with you of no more than 10 days

We ask you to:

- be patient while we investigate your complaint
- communicate with us throughout the process

Stage two

If you remain dissatisfied with our response at stage one, you can escalate your complaint to stage two.

If we don't receive your request within 20 working days of the date of our stage one response, we may refuse to escalate.

We will:

- acknowledge your complaint by your preferred method of communication within five working days of us receiving your escalation request
- aim to issue a response within 20 working days of the escalation request being acknowledged
- provide a quality resolution but if we need more time, we will agree an extension with you of no more than 20 working days

If you're unhappy with our final response to your complaint

You can refer your complaint to the Housing Ombudsman by contacting them in any of the following ways:

- call: 0300 111 3000
- write to: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET
- email: info@housing-ombudsman.org.uk
- visit: housing-ombudsman.org.uk/residents/make-a-complaint

However, you do not have to wait until our internal processes are exhausted and can contact the Housing Ombudsman dispute resolutions team at any time during the complaint process to seek their guidance.

How we'll review this standard

We will:

- use feedback from surveys, compliments, complaints and general comments to improve our service
- regularly report how we are doing to our Customer and Communities Influence Network who are our customers and help us to scrutinise our services

We will review this standard

When we:

- update our policies or review our services
- notice that your valued feedback is telling us we need to look at things again

How to contact us



Visit our website for the latest information at bromford.co.uk



Call us on **0330 1234 034**



Contact your neighbourhood coach bromford.co.uk/neighbourhoodcoach