

Have your say



This booklet tells you about making a comment or complaint about bpha's services and includes a form you can use to do this.

Compliments and comments

Good customer service is important to us. We'd like to hear if you've had a really good service from a **bpha** staff member or contractor, or you have a comment about a service.

Your comments are most useful if you can say *why* you were impressed with the service. We may be able to use your experiences to show other staff the best way to do things. Please use the form attached to this booklet to tell us what you think.

Complaints

We do our best to give a good service but we know that sometimes things go wrong. We want to hear about these experiences. It is important because it means we can say sorry if our service has not been good enough. We can also learn from what happened to do things better in future and, in certain circumstances, compensate you.

Some people don't like to complain because they think they might get a worse service in future. We'd like to reassure you that this isn't how things work at **bpha** - you will not be treated differently because you have complained.

Included in this booklet is a guide to making a complaint. It tells you what you can and cannot complain about and explains how the complaints process works. There is a lot of information and if you would like someone to go through it with you, please ring and we will be happy to help. Our contact details are on the back.

Making a complaint

How to complain

If you would like to make a formal complaint, you can use the form attached to this booklet or you can write to us or send an email. If writing it down is difficult, you can make your complaint in person or by telephone.

Ideally, you should contact us within six weeks of the problem occurring.



I don't want to make a fuss...

Sometimes you might be a bit unhappy with something that's happened but you don't want to put in a written complaint or 'get someone into trouble'. If this is the case, don't worry, we can deal with complaints on an informal basis. You can have a private chat with a member of staff, for example a resident services officer, and they will try to sort things out in a way that suits you and deals with the issue. As we take complaints in writing and by telephone, it's helpful if you say it is an informal matter when you contact us.

What to complain about

You should complain if you have told us about a serious problem with a service you received and we have not put things right.

Here are some examples of what to complain about:

- We didn't deal with a problem that you have told us about, for example poor quality of work
- Rudeness

- Unfair treatment or discrimination
- Taking an action that was outside our own policies or the law
- Failure to sort out a problem within set timescales or provide a good explanation as to the reasons

What not to complain about

There are some issues that we don't deal with as complaints:

- An initial request for a service, such as a repair
- A request for information or explanation of a policy or a decision
- A report of anti-social behaviour or neighbour nuisance

Telling us about these issues for the first time is not a cause for complaint but you *could* complain if we did not deal with your request properly.

It is not a reason to complain if we have been fair but you are just unhappy because you did not get a service or a decision that you wanted.

The complaints process

Investigating your complaint (Stage 1)

When we receive your complaint, we will record the details and give your complaint a reference number - this makes sure you and we can track what has been done about it.

We will write to you within three working days to acknowledge that we have received your complaint, give you the reference number and tell you the name of the officer dealing with your complaint.

We will then look into your complaint to understand more about what has happened.

We will aim to let you know the outcome of this within 10 working days of our acknowledgement letter.

Some complaints are very complicated and may take longer to investigate - if this happens we will let you know and keep you updated.



Time limits on complaining and appealing

We ask you to make complaints within six weeks.

This is because after a long delay, it's harder for both you and us to remember the details of what happened.

We will still consider complaints after this, up to a maximum of six months.

We may contact you during this process to get more information from you that will help us understand what went wrong.

If we agree with your complaint we will apologise, try to put it right and, in certain circumstances, compensate you.

If we do not agree with your complaint we will explain why we have come to this conclusion.



Legal action and insurance matters

In some cases, we may involve our insurers in dealing with your complaint.

This might be if you suffered an injury, ill health or damage to your property which you believed was due to the negligence of **bpha**.

To begin with, you can make your complaint in the usual way but instead of receiving an acknowledgement from us, you may receive it directly from our insurers.

The insurers work to their own timescales, which they will explain to you, and they will also give you the name of a member of their staff who you can speak to.

Once insurers are involved, **bpha** staff cannot discuss any potential claim with you.

If a maintenance/repair issue is part of your complaint, we may carry out remedial works. This does not affect the outcome of any complaint or claim.

Appealing against the outcome of a complaint (Stage 2)

If you are unhappy with the conclusion we have reached about your complaint you can appeal against it, preferably within six weeks of us giving you the decision.

Your appeal will be investigated by a different member of staff.

An example of a reason for appealing would be if you felt that we had not fully investigated your complaint.

The timescales for Stage 2 appeals are the same as for Stage 1 complaints – we will acknowledge your appeal within three working days and try to complete our investigation within a further 10 days.

You will receive the decision from this investigation in writing.

Monitoring Form

This part of the form is voluntary - it's your decision whether or not you fill it in. We ask for this information because we want to make sure that we are serving all groups in the community and it helps us to check this. It is not part of your complaint and will not affect the outcome but it may help us to respond appropriately.

Gender

Female Male

My age is:

16 - 24 25 - 44
 45 - 59 60 - 74
 75+

How would you prefer us to contact you?

Phone/mobile
 Letter
 Email

Do you have any special requirements?

Large print
 Braille
 Other (please state)

Do you or anyone in your household consider themselves to have a disability?

Yes No

If yes, what type of disability is this?

What is your religion or belief?

What is your ethnicity?

White

British Irish
 European (please state)
 White other (please state)

Mixed

White and Black Caribbean
 White and Black African
 White and Asian
 Mixed other (please state)

Black or Black British

Caribbean
 African
 Black other (please state)

Asian and Asian British

Indian
 Pakistani
 Bangladeshi
 Asian other (please state)

Gypsy/Traveller

Roma Irish
 Travelling show people
 New/other (please state)

Chinese

Any other ethnic group
(please state)

Which of these best describes your sexuality?

Heterosexual
(attracted to the opposite sex)
 Gay man
 Lesbian
 Bisexual

Compliments, comments and complaints form

Remember we will be happy to assist if you want help filling in this form.

Please return to: **bpha**, Horne Lane, Bedford, MK40 1NY

Name

Address

Phone/mobile number

Email

Date

For complaints and appeals, please also fill out this section

Have you already raised this complaint informally? If so, and if you can remember, please tell us who you spoke to.

Is this a

first or new complaint (Stage 1)
 appeal (Stage 2)
 second appeal (Stage 3)

If it is an appeal please give your complaint reference number if you have it.

If this is a complaint, it will help us to investigate thoroughly if you can give as much information as possible, including dates and names. Please call 01234 791000 if you would like help with this. If this is an appeal, you do not need to give details of the complaint again but you should say why you are not happy with the outcome of your complaint.

Have your say

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For a large print, audio or Braille version, please call 01234 791080

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براہ کرم فون کریں ٹیلی فون نمبر
01234 791083

এটা বুঝতে সাহায্যের জন্য অনুগ্রহ করে
01234 791081 নম্বরে টেলিফোন করুন

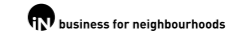
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ਕਰਕੇ 01234 791082 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

Per aiuto a capire questo documento, telefona
01234 791084

For help to understand this please ring 01234 791089
Bengali, Punjabi, Urdu, Italian



This publication has been approved by a group of **bpha** residents



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