



Have Your Say

Your opinion matters



Have Your Say

We hope our customers won't need to make a complaint – but if you do, we want to hear from you.
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We're always sorry if customers are unhappy with the service they get from us and try our best to sort things out. There are **three steps** that you can take to make a complaint:

Step 1 - making an informal complaint

If you have a problem with something we've done or haven't done, please let us know as quickly as possible. We'd like a chance to put things right. Wherever possible, we'll aim to get back to you within **5 working days**.

You can make a complaint in lots of different ways:



Write to us at



Write to us online



Call or text us



Take a look at the back cover for our contact details

Step 2 – making a formal complaint

We try to sort most complaints within a few days but sometimes a formal complaint might need to be made.

This can happen if:

- You're still unhappy
- You want to skip Step 1 and make a formal complaint straight away
- We think it will take longer than a few days to look into your feedback

If you want to make a formal complaint, you can use any of the contacts above to get in touch. We'll go through your comments and get back to you within **10 working days**.

Step 3 – taking it further

Still not happy? We do all we can to put things right, but if you're still unhappy then we can ask a different member of **bpha's** staff and a group of tenants from our Complaints Panel to look at the issue again.

Most complaints are sorted by this stage, but if you do want to take it further then you can ask the independent **Housing Ombudsman** to look into it for you.

Housing Ombudsman

0300 111 3000

www.housing-ombudsman.org.uk



Write to us at:

Fill in the Feedback Form enclosed and send it to:

FAO Complaints Team, bpha Limited, Head Office, Bedford Heights, Manton Lane, Bedford, MK41 7BJ



Write to us online at:

You can email us on: **info@bpha.org.uk**

You can visit our website: www.bpha.org.uk. Here, you will also find our Feedback Policy.



Call us on: 0330 100 0272

Text on: 07983 502 502



More Info

Visit www.bpha.org.uk for more information about feedback and complaints, including how to become a member of the Customer Complaints Panel.



Need help to understand this?

For large print, audio or Braille, or community languages, please call 0330 100 0272.

