

BERNIA

Compliments and complaints

Your guide to giving a compliment,
comment or making a complaint



Delivering
exceptional
housing
services

Compliments and complaints

This guide explains how to give a compliment or make a comment or complaint.

We are committed to delivering the best possible services to you. We welcome your compliments, comments and complaints because they help us learn and improve.

Our promise to you

We will:

- Respond positively to any feedback you give us about our services
- Deal with your feedback within agreed timescales
- Treat you fairly in resolving your complaint
- Apologise when we have not delivered a service to the standards we have set out
- Make sure we use your feedback to learn and improve

When can I give a compliment or a comment?

Anytime you want! Compliments are very motivating for staff. Your comments and ideas will help us improve further. Just contact us in any of the ways outlined on the back page.

When can I make a complaint?

If you are dissatisfied with any service provided by Bernicia or one of our contractors. You can make a complaint in any of the ways outlined on the back page.

We will not normally consider a complaint that is made more than six months after you first became aware of the issue.

What is not a complaint?

A complaint is not a first request for a service, a request for information or an explanation of our policies or practices. A report of nuisance from a neighbour would also not be dealt with through our complaints process. This is because we have a different procedure for dealing with neighbour disputes and anti-social behaviour.

Can someone else make a complaint on my behalf?

Yes, however we would need your permission to deal with the person acting on your behalf.



What happens if I make a complaint?

We are committed to putting things right as quickly as possible. The following process sets out how we will do that.

Resolution

When we receive your complaint we will phone you within two working days and try and sort the problem out immediately if we can. If we can't contact you by phone we will send you a letter acknowledging your complaint within five working days.

If your complaint needs further investigation we will aim to do this within 10 working days of acknowledging your complaint. If it is going to take us longer to complete the investigation we will explain why and give you an update at least every 10 working days.

Review

If you are not satisfied with the way we have resolved your complaint you can ask for it to be reviewed, giving the reason why you remain dissatisfied. Your review will be carried out by a Head of Service, usually within 10 working days. If this is not possible we will tell you why and give you a date when you can expect the review to be completed.

Housing Ombudsman Service

If you are not satisfied with the outcome of your complaint at the end of our complaints process you can contact the Housing Ombudsman service at:

Exchange Tower Harbour, Exchange Square, London, E14 9GE

Email:
info@housing-ombudsman.org.uk

Telephone:
0300 111 3000

The Housing Ombudsman will usually only look at your complaint once it has been through all steps of our own complaint process, and eight weeks have passed since our final response has been issued.

In addition, customers now have the right to ask a 'designated person' to help get complaints resolved locally instead of referring to the Ombudsman.

A designated person can be a local councillor or MP. For more information please visit the Ombudsman's website www.housing-ombudsman.org.uk

How to contact us



Online: www.bernicia.com



Email: info@bernicia.com



Phone: 0344 800 3800



Letter: Bernicia Group
Oakwood Way
Ashwood Business Park
Ashington
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