

BERNICA

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?

Resolution

When we receive your complaint we will phone you within two working days to try and sort the problem out immediately. 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 ten working days of acknowledging your complaint. If it is going to take us longer we will let you know.

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 are dissatisfied. Your review will be acknowledged within five working days and carried out by a Head of Service, usually within ten working days. If it is going to take us longer we will let you know.

Determination

If you remain dissatisfied with the outcome of your complaint you can request a determination by the Customer Services Committee (made up of Board Members and tenants). Your complaint will be acknowledged within five working days and considered by two members of the Customer Services Committee at least one of which will be a tenant member. The outcome will be confirmed within twenty working days. This stage then concludes our complaints process.

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.

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 elapsed since our final response has been issued.

In addition, you 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: contact@bernicia.com



Phone: 0344 800 3800



Letter: Bernicia Group
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