

BERN^NICIA



Complaints and compliments

Helping us to listen to you

Here we explain how to give a compliment or make a complaint.



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

What you can expect

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?

Anytime you want! Compliments are very motivating for staff. 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 twelve months after you first became aware of the issue.

What is a complaint

The Housing Ombudsman defines a complaint as 'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual or group of residents'.

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 will always attempt to resolve a complaint at the first point of contact, using our normal practices.

There are times when our attempts to resolve complaints at this point are not possible and it is necessary to investigate these using our formal complaint process, detailed:

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, it would be good if you can let us

know why you remain unhappy and what you would like to see as an outcome. Your review will be acknowledged within five working days and carried out by a Head of Service. The outcome will be confirmed within twenty working days from acknowledgement. If it takes us longer we will let you know. This stage then concludes our internal complaints process.

Housing Ombudsman Service

If you are not satisfied with the outcome of your complaint, you can contact the Housing Ombudsman service.

You can contact the Housing Ombudsman at any time, however, they will usually only look at your complaint once it has been through all steps of our own complaint process.

The Ombudsman's contact details are:



0300 111 3000



info@housing-ombudsman.org.uk



www.housing-ombudsman.org.uk



Housing Ombudsman Service
PO Box 1484, Unit D, Preston
PR2 0ET

How to contact us

Online: www.bernicia.com

Email: contact@bernicia.com

Phone: 0344 800 3800

Letter: Bernicia Group, Oakwood Way, Ashwood Business Park, Ashington NE63 0XF



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