



How to make a complaint

The information in this leaflet is a summary only. Please contact us if you would like to receive a copy of our Complaints policy. The full policy is also available on our website www.broadlandgroup.org

We want to make it as easy as possible for you to make a complaint. You can contact us in a number of ways:



Tenants Online



website enquiry (email) www.broadlandgroup.org



telephone 0303 303 0003



talk to any member of Broadland's staff



via social media



letter

How we deal with your complaint

We aim to resolve complaints quickly and to learn from them. For each stage of the complaints procedure, we focus on people first, then on recording and process.

Swift resolution – let's get things sorted

We will listen to your feedback and apologise where there are issues with our homes or services. We will respond quickly and focus on putting things right.

We will record and monitor all swift resolutions so that we can spot any patterns, learn from our mistakes and improve.

Stage 1: Formal complaint

Stage 1 marks the start of Broadland's formal complaint process. It will be used if:

- you are not satisfied with Broadland's swift resolution response
- you would like to make a formal complaint from the start

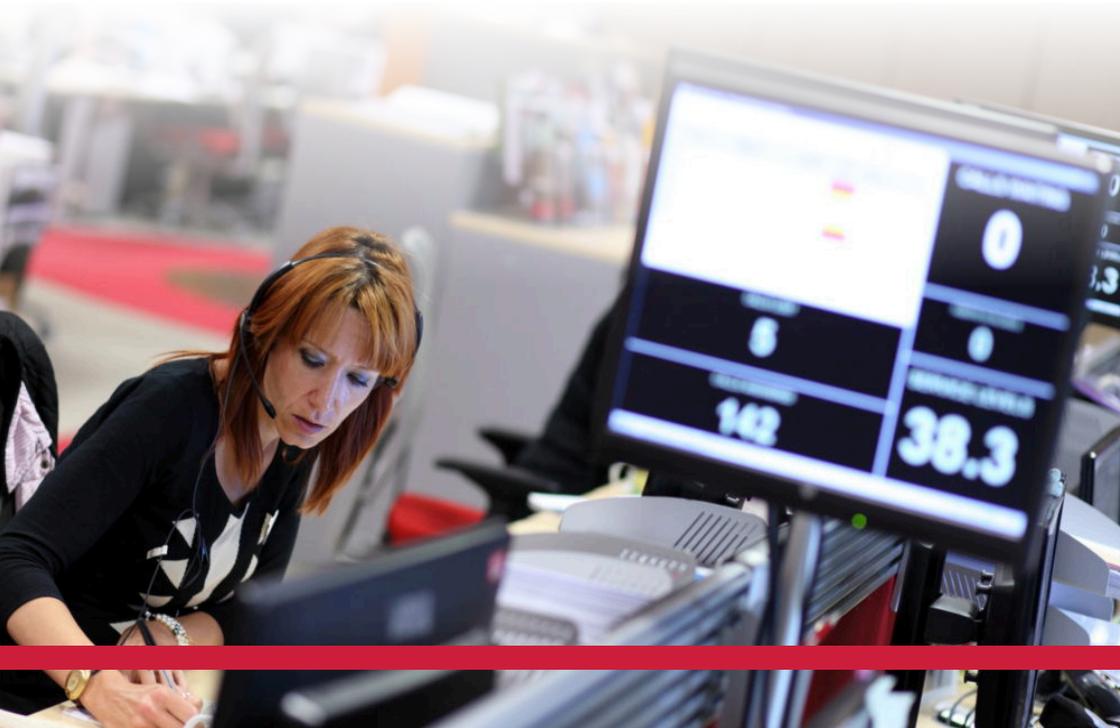
A stage 1 complaint is always allocated to a member of the Senior Management Team. We will acknowledge your stage 1 complaint within 3 working days. A member of the Senior Management Team will contact you within 5 working days of acknowledgement. They will investigate and respond to you fully within 10 working days of acknowledgement. (Response times may be extended with the agreement of the tenant.)

Stage 2 – Panel hearing

If you are not satisfied with our formal response at stage 1, you can ask for your complaint to be moved to stage 2. You are invited to present your case to a panel made up of the Chief Executive plus 2 Broadland board members. You can put your case in writing or join the meeting in person. If you choose to attend the meeting, you can bring an advocate with you, such as a friend or family member, to provide support. The panel will consider your case and give Broadland's final response, and the reasons for their decision, within 3 working days of the panel hearing.

This is the final stage of Broadland's complaints procedure.

If you are still not satisfied, you can take your complaint to the Housing Ombudsman who will investigate. We will provide details of these rights of further appeal after the panel hearing.



Compensation and goodwill

At any point during the complaints process, we may consider awarding compensation or a gesture of goodwill. Please see our website for our compensation policy, or ask us to send you a copy.

Unreasonable complaints

Occasionally, a tenant may pursue their complaint in a way that we consider unreasonable.

We define unreasonable complaints as those where a tenant is persistently contacting us or submitting information. This can hinder our capacity to investigate their complaint or other people's complaints. It may also significantly impact on our resources.

Tenants may still contact the Housing Ombudsman if they are not satisfied. See our website for our 'Unreasonable complaints policy', or ask us to send you a copy.

The Housing Ombudsman service is available throughout the lifetime of your complaint. If you feel you need further help and guidance on your complaint, you can contact them at:

Website: www.housing-ombudsman.org.uk

Tel: 0300 111 3000

Address: Housing Ombudsman Service, PO Box 152,
Liverpool, L33 7WQ

How to make a complaint

Swift resolution



Got a complaint about
your home or our services?
Contact us to get it sorted

Not satisfied with our response?

Stage 1 - Formal complaint

Let's get another point of view.
A senior manager will investigate
and respond to you fully.



Still not satisfied?

Stage 2 - Panel hearing

Present your case to a panel
of Broadland board members.
They will decide and give their
reasons within 3 working days.



Stage 2 is the final stage of Broadland's complaints procedure. If you are still not satisfied, you can take your complaint to the Housing Ombudsman, who will investigate.

Broadland Housing Head Office:

Broadland Housing Association
NCFC Carrow Road, Norwich
NR1 1HU

Customer Services:

T: 0303 303 0003

W: broadlandgroup.org



**TENANTS
ONLINE**