

HOW TO COMPLAIN

Everything you need to know
about making a complaint to
Brighter Futures



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Brighter Futures Housing Association Limited is registered with the Regulator of Social Housing (H4315); and is a Registered Society under the Co-operative and Community Benefit Societies Act 2014 (21244R) and is affiliated to The National Housing Federation. Brighter Futures Housing Association Limited's registered office is at 5 Whittle Court, Town Road, Hanley, Stoke-on-Trent, Staffordshire, ST1 2QE



BRIGHTER FUTURES IS COMMITTED TO PROVIDING GOOD SERVICE AND WELCOMES FEEDBACK FOR IMPROVEMENT.

YOUR INPUT HELPS US REVIEW OUR WORK, MAKE NECESSARY CHANGES, AND CONTINUOUSLY IMPROVE OUR SERVICES.



WELCOME

This leaflet provides a brief explanation of how we deal with complaints and the different ways complaints can be submitted.

DEFINITIONS

We consider that a **complaint** is:

- an expression of dissatisfaction about the service, actions, or lack of action by Brighter Futures or its staff, affecting individual residents or groups of residents.

A **service request** is when a customer contacts asks us to put something right, for example, a repair. This is not a complaint but if we fail to carry out the repair, it may become a complaint.

A **compliment** is an unsolicited expression of gratitude or praise for a member of staff or service area. It's always nice to receive compliments when we have done something well or exceeded you expectations.



FIRST STEPS

At Brighter Futures, our goal is to provide excellent service to our customers, however, we understand that sometimes things can go wrong. If our service falls below your expectations, we encourage you to let us know so we can make every effort to address any issues.

There are two options when reporting an issue:

- a quick resolution with an apology
- a formal complaint where we complete an investigation

You can submit a complaint by:

- calling our head office on **01782 406 000**
- emailing **complaints@brighter-futures.org.uk**
- asking a member of staff for a **Feedback Form**
- visiting us or writing to us at **Brighter Futures, Three Counties House, Festival Way, Stoke-on-Trent, ST1 5PX**
- filling in an online form at **www.brighter-futures.org.uk/contact-brighter-futures**

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STAGE ONE COMPLAINTS

If you decide to make a formal complaint, we will acknowledge it within **five working days** of receipt.

We will provide you with the Case Reference Number and the name of the Investigating Officer.

The Investigating Officer will look into your complaint and report back to you with their findings within **ten working days**.

In more complicated cases, this may be extended by an **additional ten working days**, but we will keep you informed.

Any further extension will only be with '**good reason**' and be clearly communicated with a revised timeline, and the contact details of the Housing Ombudsman should you wish to challenge our decision.

If you are unhappy with our **Stage One** response, please let us know within **ten working days**, and your complaint will be escalated to **Stage Two**. The case will remain closed if we don't hear from you within this timeframe.

Complaint Form

Complainant's Name:

First Name

Last Name

Complainant's Address

Street Address

Street Address Line 2

City

State / Province

Postal / Zip Code

Date of complaint

dd-mm-yyyy

Date

Time of complaint

:
Hour Minutes

Complaint Information

- 1 Description of the goods or service including make, model, type of service, purchase method etc.
- 2

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STAGE TWO COMPLAINTS

If your complaint is not resolved to your satisfaction, you have the option to escalate it to **Stage Two**.

We will acknowledge your request within **five working days** of receipt and provide you with details of the the Senior Investigating Officer assigned to your case.

The Senior Investigating Officer will review your complaint and report back to you with their findings within **twenty working days**.

In more complicated cases, this may be extended by an additional **twenty working days**, but we will keep you informed.

Any further extension will only be with '**good reason**' and be clearly communicated with a revised timeline, and the contact details of the Housing Ombudsman should you wish to challenge our decision.



THE HOUSING OMBUDSMAN SERVICE (HOS) IS AN INDEPENDENT BODY THAT LOOKS INTO HOW LANDLORDS HAVE HANDLED COMPLAINTS.



THE HOUSING OMBUDSMAN

If you are unhappy with our response to your complaint at the end of **Stage Two**, you can contact **The Housing Ombudsman Service**.

You can do this by:

- calling **0300 111 3000**
- emailing **info@housing-ombudsman.org.uk**
- visiting **www.housing-ombudsman.org.uk**
- writing to: **Housing Ombudsman Service, PO 1484, Unit D, Preston, PR2 0ET**

You can contact the Housing Ombudsman at any stage of your complaint for further advice and assistance. You don't need to wait until the end.

There is a section on the Housing Ombudsman website dedicated to supporting residents.

GET IN TOUCH...

Brighter Futures,
Three Counties House,
Festival Way, Stoke-on-
Trent, ST1 5PX

Visit us:

www.brighter-futures.org.uk

Call us:

01782 406 000

Find us:

