



Birmingham Jewish Housing Association Ltd

COMPLAINTS PROCESS

What is a complaint?

- You can report any expression of dissatisfaction with our service as a complaint, which helps us to monitor how you feel about the way we deliver our services.
- To enable us to continually improve our services, all complaints, comments and compliments are useful
- Please note that if you wish to report a repair, for the first time, this will be classed as a service repair and not a complaint. However, if you feel your request for a repair has not been responded to properly, you can then make a complaint

How do I make a complaint?

- You can tell a member of staff face to face or by telephone or in writing (email or letter)
Please note that we may not always accept complaints, but if that is the case, we will respond by letter detailing the reasons why it is not suitable to be investigated via our Complaints Process

- **Who will deal with my complaint?**

Kay Workman, our Housing Manager, has been appointed as the Complaints Officer. So, she will be responsible for handling all complaints

- **What is the process?**

There are two stages to our Complaints Procedure

Stage One

Once you've made a complaint, we will log it and then acknowledge it by sending you a letter within 5 working days. (Please note that working days do not include Bank Holidays or Weekends). The letter will ask you to confirm that we have understood your concerns.

There are occasions when we may not be able to accept the complaint. We would then provide you with an explanation setting out the reasons why your complaint is not suitable for

We may contact you to ask for further information.

We will investigate and respond to you within 10 working days of the acknowledgement letter. If we are unable to meet that deadline, we will inform you of that.

If you are not satisfied with our response, we can escalate your complaint to Stage Two of the process



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Stage Two

We will write to you again, confirming that your complaint is being reviewed within 5 working days. The letter will let you know who will deal with your complaint.

Your complaint will be investigated again and we will contact you with the final response within 20 working days of sending the Stage Two acknowledgement letter.

If we cannot meet that deadline, we will explain this to you.

- **What can I do if I'm still not happy with your response?**

You can seek further advice or support from the Housing Ombudsman.

Their contact details are as follows:

Housing Ombudsman

Email: enquiry@ombudsman-services.org.uk

Phone: 0330 440 1614

Website: www.housing-ombudsman.org.uk

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