



Making a complaint.

We want to provide excellent services to all of our customers all of the time. But we know that sometimes things go wrong or the service you receive falls short of your expectations. When this happens we want to hear from you so we can put it right and prevent similar problems from happening again.

Bromford.

How to make a complaint.

- Call us on 0330 1234 034
- Write to us at:
Bromford, 1 Exchange Court, Brabourne Avenue, Wolverhampton Business Park, Wolverhampton, WV10 6AU
- Speak to your **neighbourhood coach**
- Fill in the form on our website:
www.bromford.co.uk
- Contact us on **Twitter** or **Facebook**
- At any stage of your complaint you can contact the **Housing Ombudsman** to ask for their support in making your complaint.

What happens after we've received your complaint?

Most complaints will be handled by our complaints process, but there are times when we will use another process, for example if your complaint relates to another customer's behaviour we will investigate this through our anti-social behaviour process.

For all other complaints, we will respond to all of the points of your complaint within 10 working days. In some cases, if the complaint is complex, we may contact you to discuss an extension to these timescales to allow us to fully investigate the matter.

When we respond we will let you know the outcome of your complaint and set out any actions we are going to take to put the matter right and when we intend to do this by.

What can you do if you're unsatisfied with our response?

If you are not satisfied with the outcome of the stage 1 investigation, or if the actions have not been completed, you can escalate your complaint to stage 2.

After receiving your request to escalate your complaint we will review our previous response to you to ensure there are no outstanding or unresolved issues. We may also contact you to ask for further evidence to help support your complaint and allow us to investigate it further.

We will appoint a senior manager to review your complaint along with a customer from one of our Locality Influence Networks. They will complete their investigation within 20 working days and write to you to let you know the outcome.

What if you're unhappy with our final response to your complaint?

If you remain dissatisfied after you've been through our complaints process, you can contact the Housing Ombudsman or refer your complaint to a designated person.

You can contact the Housing Ombudsman in the following ways:

- **Telephone:** 0300 111 3000
- **By letter:** Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ
- **Email:** info@housing-ombudsman.org.uk
- **Online:** www.housing-ombudsman.org.uk/residents/make-a-complaint

Please be aware you have to wait for eight weeks after you have received our final response to your complaint before you can contact the Housing Ombudsman to ask them to investigate.

You can also refer your complaint to a designated person, such as an MP or local councillor. They can help by trying to resolve your complaint or can refer your complaint direct to the Housing Ombudsman without having to wait for eight weeks. More information about the using a designated person is available on the Housing Ombudsman website.