







# 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.



## How to make a complaint

-  Call: 0330 1234 034
-  Write to: Bromford, 1 Venture Court, Broadlands, Wolverhampton, WV10 6TB
-  Speak to your neighbourhood coach
-  Fill in the form on our website: [bromford.co.uk](https://www.bromford.co.uk)
-  Contact us on social media
-  At any stage of your complaint you can contact the Housing Ombudsman to ask for their support in making your complaint.

# Bromford.

## 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.

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## 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.

We will appoint an Adjudicator to review your complaint who will engage the most appropriate service manager and if you so wish an involved customer from our Locality Influence Network.

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## 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 refer your complaint to the Housing Ombudsman by contacting them in any of the following ways:



Call: 0300 111 3000



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



Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)



Visit: [housing-ombudsman.org.uk/residents/make-a-complaint](https://housing-ombudsman.org.uk/residents/make-a-complaint)

However, you do not have to wait until our internal processes are exhausted and can contact the Housing Ombudsman Dispute Resolutions Team at any time during the complaint process to seek their guidance.

For further information you can visit their website [housing-ombudsman.org.uk/contact-us](https://housing-ombudsman.org.uk/contact-us)