



BCHF Customer Feedback



Bristol
**Community
Housing**
Foundation

Hearing from our customers is very important to us. We can learn from customer feedback; what we are doing well, what we may need to improve and when we get things wrong, how we can put them right. This leaflet explains how you can make a complaint or suggestion on how we can improve our services.

If things go wrong

We want to learn from our mistakes and put things right, if it is at all possible to do so. This leaflet tells you what to do if you have a complaint.

If you have a complaint we will:

- Deal with your complaint as quickly as possible.
- Investigate your complaint fully.
- Handle everything politely and fairly.
- Keep your complaint confidential at all times.
- Give explanations that are clear and easy to understand.
- We will apologise when we have got things wrong.

We encourage you to contact the person you would normally deal with at BCHF. We will try to sort out the problem informally. If you don't want to do this or are not satisfied with the outcome you can make a formal complaint using the following procedure which has three stages.

How to make a formal complaint

Please make your complaint in writing. You can use the attached form or write a letter. If there is any reason why you cannot do this please tell us and we will help.

We will acknowledge your complaint within three working days of receiving it. We will aim to sort out your complaint within eight working days. If this is not possible, we will write to explain why, what we are doing to sort out the problem and how long this should take. This is stage one.

If you are not satisfied

If you are not happy with our response and want to take things further you can put your case to the Chief Executive in writing. She/he will investigate the matter and respond to you within eight working days. This is stage two.



Suggestions, complaints or compliments

Please use this form to make a suggestion, give a compliment or make a complaint:

Name

Address

.....

.....

Postcode

Phone number

e-mail

Still not satisfied?

If you are still not satisfied with our response you can put your case to an appeals panel made up of at least two members of BCHF's Board. The panel will either meet you in person or consider a written appeal if you prefer. They will let you know the outcome of the appeal within 20 working days. This is stage three and the final stage of our internal complaints procedure.

If you are still not satisfied, you may choose to take the complaint to the Ombudsman whose address is:

**Independent Housing
Ombudsman Scheme
Norman House
105-109 Strand
London. WC2R 0AA
Tel: 020 7836 3630**

I want to make a **suggestion**,
complaint or **compliment**.

(please underline which)

Please provide details:

What would you like us to do?



Learning from Complaints

We keep records of all the complaints we receive and check that we are dealing with them effectively and consistently. More importantly we use them to identify where we need to make changes so that the service you receive can improve.

Suggestions

If you have a suggestion on how we can improve our service we would like to hear from you. If you are happy with any part of the service we would also like to hear about this too. You can fill in the form on this leaflet, download it from our web site, hand it in or tell a member of staff.

If you would like this leaflet in a large print or a different format, or translated into a different language, please contact us.

Have you told us about this before?

Yes No

How did you let us know about it?

Phone Letter E-mail

in person (please tick)

**Please send this completed form to:
BCHF, 400 Filton Avenue
Horfield, Bristol, BS7 0LJ**

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