**Bradford Flower Fund Homes - Complaints Procedure**

Bradford Flower Fund Homes (BFFH) is committed to providing quality homes in peaceful surroundings for tenants of retirement age. A tenant of BFFH should expect to receive a high standard of service all the time.

We acknowledge that we may not always achieve these high standards and we value complaints to improve our service and tenant experience. We treat all our complaints seriously and confidentially, dealing with these as quickly as possible.

A complaint Officer is appointed by BFFH to deal with all dissatisfactions.

**1 - What is a Complaint?**

We regard a complaint as an expression of dissatisfaction about the standard of service provided by us. This service could be either an action taken or lack of action taken by us, our management team, or those acting on our behalf, affecting a resident or group of residents.

The tenant does not have to use the word “Complaint” for it to be treated as such. Whenever a tenant expresses dissatisfaction, we will give you the choice to complain.

**2 - What Can You Complain About?**

You may complain about things like:

* Delays in responding to your enquiries and requests
* Failure to provide a service
* Our standard of service
* Dissatisfaction with our policy
* Treatment by or attitude of a member of staff
* Our failure to follow procedure
* Contractors working on our behalf
* Giving you inaccurate or no information that is relevant to you
* Providing unclear or incomplete replies to queries
* Discriminating against you

**3 - What You Cannot Complain About?**

* A policy decision taken by the Board
* Anything already considered by the Courts
* Anything already considered by the Ombudsman
* A routine first time request for a service
* Timeframes falling within specified Service Levels
* Requests for Compensation
* Re-open a complaint previously concluded by our stage 2 investigation

**4 - Who Can Complain?**

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with us. We will seek permission to deal with a representative when appropriate and welcome representatives of tenants to attend any meetings held with BFFH.

**5 - How to Complain?**

Before making a complaint, you may wish to try and resolve the matter by talking to a member of staff. If you still wish to raise a complaint, you can do so contacting the office on 01274 583763, in writing to 4A Flower Mount, Station Road, Baildon BD17 6SB or via email to bffh.@btconnect.com

Please tell us your name, address, how to contact you, reason for your complaint and how you would like us to resolve the matter.

Make your complaint within 12 months of the event. Each case will be dealt with on an individual merit bases.

We will not delay a service request if you make a complain and we will always try to resolve a complaint before this is escalated.

**6 -** **We have adopted a two Stage Complaint Procedure:**

* **Stage 1**

The complaint will be acknowledged defined and logged at Stage 1 of the complaint procedure within 5 working days of the complaint being received.

The Complaints Officer appointed by BFFH will aim to respond to any formal complaints as soon as possible and always within 10 working days of a complaint being raised. This could mean an immediate apology and explanation if something has clearly gone wrong, with any immediate action being taken to resolve your query. It may sometimes require further investigation, but we will always respond to your initial contact within 10 working days. If tenant requests for this to be delayed (e.g awaiting supporting documents) then confirmation of new timescales will be issued. Any extension will not exceed a further 10 working days.

At the completion of stage 1 we will confirm the following in writing:

a – The Complaint Stage.

b – The Complaint Definition.

c – The Decision on the Complaint.

d – the reasons for any decision.

e – the remediation.

f – any outstanding actions and how to escalate the complaint to stage 2.

* **Stage 2**

The complaint will be acknowledged defined and logged at Stage 2 of the complaint procedure within 5 working days of the complaint being received.

You have 30 days to respond to our resolution provided at stage 1. If within these 30 days you feel that the response to Stage 1 was unsatisfactory, the Complaints Officer will refer the matter to the Board for further consultation and a second response will be provided within 20 days of receipt to this objection. The Landlord has no right to refuse a complaint escalating to Stage 2 without valid reason to do so.

A tenant does not need to explain the reason for escalating the complaint to stage 2.

BFFH has the right to extend the timescale by a further 20 working days with good reason. The tenant will be notified of this in writing with contact details of the ombudsman enclosed with the letter.

At the completion of stage 2 we will confirm the following in writing:

a – The Complaint Stage

b – The Complaint Definition.

c – The Decision on the Complaint.

d – the reasons for any decision.

e – the remediation.

f – any outstanding actions

g – How to escalate the complaint to the Ombudsman.

h – confirmation that this is our final response.

* **Communication**

a - In both cases a full written response will be made in writing.

b - In circumstances where the Landlord will not accept the complaint, a full written explanation to the reasons why the matter is not suitable for the complaints procedure.

c – We will address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practise where appropriate.

* **Resolution**

Where something has gone wrong, we will acknowledge this and set out the actions we intend to take to put things right. Any remedy offered will reflect the impact of the resident as a result of the fault.

 **This policy is available by contacting the office by phone, email or in writing. It will also be displayed on the Company Website for review.**