**Bradford Flower Homes Development Ltd - Complaints Procedure**

Bradford Flower Homes Development Ltd (BFHD) is committed to providing quality homes in peaceful surroundings for tenants of retirement age. A tenant of BFHD 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.

**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.

**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

**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

**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.

**How to Complain?**

Before making a complaint, you may wish to try and resolve the matter informally 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](mailto:bffh.@btconnect.com)

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

Make your complaint within 6 months of the event.

Stages to our Complaints Procedure:

* Stage 1:Initial contact with frontline staff who will try to resolve your query at this initial stage
* Stage 2: The manager will respond to any further formal complaints raised
* Stage 3: If you feel the response to Stage 2 was unsatisfactory, you can within 30 days ask for the complaint to be referred to the Board. A Board panel hearing will be arranged as quickly as possible but this can take several weeks or months.

Stage 1

We aim to resolve complaints quickly. 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 30 days.

Stage 2

This stage deals with two types of complaint, those that have not been resolved at stage 1 and those that are complex and requires detailed investigation. When using Stage 2 we will acknowledge your complaint within 5 working days and give you a full response within 30 days. If the investigation will take longer than this period of time we will inform you of our progress.

Stage 3

The complaint will be reviewed at the next available Board meeting. These are usually held every 3 months.

**Still not Satisfied?**

If you are not satisfied after the Association’s Complaints Procedure has been exhausted, you can take your case to the Housing Ombudsman Service – see below for details. This service is completely independent of the Association and is free to tenants. If you would like a leaflet about the Ombudsman Service, the Customer Services Centre will be happy to send you one.

Housing Ombudsman Service  
PO Box 152  
Liverpool L33 7WQ

**Telephone:** 0300 111 3000  
**Fax:** 020 7831 1942  
**Website:** www.housing-ombudsman.org.uk  
**Email:** info@housing-ombudsman.org.uk