Complaints Service Standard

A complaint is defined as:

“An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.”

Customers can make a complaint via:

- Mybdht online customer portal
- Phone
- Email
- By letter
- Facebook or X
- Text
- In person
- Complaint form

You can appoint a representative to deal with your complaint on your behalf and be represented or accompanied at any meeting with bdht.

Our targets:

- To acknowledge complaints within five working days
- To investigate and respond to Stage 1 complaints within 10 working days of the complaint being acknowledged
- To review and respond to Stage 2 complaints within 20 working days of the Stage 2 acknowledgement date
- To provide reasonable notice if your complaint response will be delayed and explain the reason for the delay

You can contact the Housing Ombudsman Service for advice at any point during the complaint process or even before the complaint process begins.

The Housing Ombudsman Service contact details are:

Email: info@housing-ombudsman.org.uk | Phone: 0300 111 3000

Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ

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building excellent communities with passion and pride

Complaints Process

We want to learn from our mistakes, and we value and welcome complaints when we have failed to deliver an acceptable service. The formal complaint process comprises of two stages:

Stage 1 – Investigation

- We will send you an acknowledgement letter within five working days, confirming the name of the manager investigating your complaint and the target response date.

- We will offer to meet with you or discuss your complaint by telephone to gain a full understanding of your complaint; you do not have to meet with us if you do not want to.

- Upon completion of a full investigation, a response letter will be sent to you, outlining:

    - the outcome of the investigation,
    - the reasons for the decision,
    - details of any remedy offered to put things right,
    - details of any outstanding actions, and
    - any lessons learnt.

- If you are dissatisfied with the response at Stage 1 of the complaints process, you can request for your complaint to be reviewed at Stage 2.

Stage 2 – Review

- The purpose of Stage 2 is to review the Stage 1 investigation and outcome. This will be completed by a manager who was not involved in the Stage 1 investigation.

- If you ask to escalate your complaint to Stage 2, we will write to you within five working days to acknowledge that your complaint has escalated.

- We will let you know the name of the manager reviewing your complaint and the target date for completing the review.

- The Stage 1 investigation will be reviewed along with any additional information provided by you.

- Upon completion of a full review, we will write to you with the outcome.

If you remain dissatisfied

If you remain dissatisfied with the outcome at Stage 2, you can progress your complaint to Housing Ombudsman Service. The contact details for the Housing Ombudsman Service are on the first page of this document and will be included in our complaint letters.

Exclusions

There may be occasions where bdht is unable to handle your enquiry as a formal complaint. These circumstances are outlined in our Complaints Policy which is available on our website www.bdht.co.uk

You can also request a copy by calling us on 0800 0850 160

Equality Statement

We are committed to Equality and Diversity, ensuring everyone has equal access to services and information. bdht always treat all people with respect.

If you would like this document in large print, audio or a different language please let us know.

Confidentiality Statement

We take the confidentiality of our customers' information seriously. This means that any information about our customers will be held in confidence, treated with the utmost care and will comply with GDPR regulations.

Customer feedback

Your views are important to us as they help us improve our services. We strive for customer excellence and welcome your comments, compliments and complaints.

We have a formal complaints procedure and treat all complaints as an opportunity to improve our policies, processes and procedures.

If you have any queries about our complaints process, please contact our Customer Insight Team using the details below.

You can get in touch with bdht using any of the following methods:

mybdht online customer portal

Website: www.bdht.co.uk

Email: contactus@bdht.co.uk

Text: 83080 (start your message with the word bdht)

Facebook or X

Phone: 0800 0850 160 or 01527 557557

In person at: bdht offices Buntsford Court

Letter: Freepost BDHT, Buntsford Court, Buntsford Gate, Bromsgrove, B60 3DJ

For further independent advice and support, you can contact:

Citizens Advice Bromsgrove & Redditch
Phone: 0344 411 1303 or via website www.citizensadvice.org.uk

Shelter (Housing advice)
Phone: 0808 800 4444 or via website www.shelter.org.uk

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