

If you are not happy with something we have done, please tell us so we can try to put it right or explain our actions. You can do this by phoning us, visiting us, emailing us or writing a letter to us. We will try to put things right for you the first time you contact us. If this is by email or letter, we will respond within five working days.

We hope that our response will resolve the issue for you. However, if you are not satisfied, you may want to use our formal complaints process.

The stages in our complaints process are outlined below. We hope that at each stage we can resolve things with you, but if you are not satisfied then please tell us within 4 weeks that you want to progress your complaint to the next stage.

Stage	Who will deal with your complaint
Stage 1	<b>The manager responsible for the team</b> For example, if you have a complaint about a member of staff or if you have complained about the same issue before. We will respond within five working days.
Stage 2	<b>The senior manager or director responsible for the service</b> For example, if you are not satisfied with our response to your complaint at stage 1. We will respond within ten working days.
Stage 3	<b>A panel of Board members and Residents Panel members</b> If you are not satisfied with our response to your complaint at stage 2 and you want to pursue your complaint, we will respond within 20 working days and arrange a panel meeting to review your complaint.

If you are still not satisfied with our response at stage 3 of our complaints process, you can take your complaint to an MP, a local councillor or designated tenant panel. These are three types of “designated person”. Designated persons are there to help resolve complaints between tenants and landlords locally. A designated tenant panel is defined by law as a group of tenants who have been recognised by B3Living for the purpose of referring complaints to the Housing Ombudsman Service.

If the designated person cannot help, they can refer your complaint to the Housing Ombudsman.

If you want to take your complaint directly to the Housing Ombudsman, the law says you must wait 8 weeks from when you complete B3Living's complaints process. (You can contact the Ombudsman via [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk), [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk) or 0300 111 3000 (lines are open Monday to Friday from 9:15 to 17:15).)

If you have any questions about our complaints process, please call 01992 453 779 or email: [enquiry@b3living.org.uk](mailto:enquiry@b3living.org.uk).