

Customer Feedback Process (Complaints)

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 whichever method you find the easiest: -

By phone – call a member of staff directly or via our main office number

In person – make an appointment to visit our office or talk to our staff

In writing – by email, letter, or on-line

We will try to put things right for you the first time you contact us, and 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. Customers who wish to take their complaint beyond stage 1 are requested to do so within four weeks of B3Living's formal response. The escalation request can be written or verbal.

Stage	Who will deal with your complaint
Stage 0	We hope that customers will normally tell a member of staff delivering the service of a problem and allow them to resolve the matter straight away . If action is required to resolve the matter but this can be done informally, the member of staff logging the complaint will confirm what action will be taken, by who and when the customer can expect a response. This will usually be by phone or email and within 5 working days .
Stage 1	A full investigation of the complaint which is dealt with by the Manger responsible for the service . We will respond within 10 working days of acknowledging the complaint , in the most appropriate or preferred format for the customer. Customers who wish to take their complaint beyond stage 1 are requested to do so within four weeks of B3Living's formal response. The escalation request can be written or verbal.
Stage 2	A senior manager review of how the investigation into the complaint was dealt with . Conducted by a member of the Leadership Team or an Executive Director. We will provide an initial response within 5 working days to confirm if the complaint warrants further investigation or to conclude the complaint.

If you are still not satisfied with our response at Stage 2 of our complaints process, you can refer your complaint to a designated person such as an MP or local councillor, or you can refer your complaint to the Housing Ombudsman.

You can go directly to the Ombudsman eight weeks after you have had your final response to your complaint from us. They will work to resolve your complaint in several ways. You can contact the Ombudsman by writing to them at: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ; telephone: 0300 111 3000 or email: info@housing-ombudsman.org.uk. For more information about the Housing Ombudsman service please visit:

www.housing-ombudsman.org.uk.

If you have any questions about our complaints process, please call Amanda O'Leary (Customer Insight Manager) on 01992 453726 or email enquiry@b3living.org.uk