



# Bangla Housing Association

## Complaint Procedure

**Bangla Housing Association** is committed to providing high-quality customer services.

***We value complaints and use information from them to help us improve our services***

If something goes wrong or you are dissatisfied with our services, please tell us. This leaflet describes our complaints procedure and how to make a complaint. It also tells you about our service standards and what you can expect from us.

### ***What is a complaint?***

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

### ***What can I complain about?***

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- failure to follow our policy or procedure
- treatment by or attitude of a member of staff
- our failure to follow proper procedure.

If other procedures or rights of appeal can help you resolve your concerns we will give information and advice to help you.

### ***Who can complain?***

Only our residents or their representatives can make a complaint to us using this process.

Your complaint may involve more than one of our services or be about someone working on our behalf.

### ***What can't I complain about?***

There are some things we can't deal with through our complaints procedure. These include:

- a routine first-time request for a service, for example reporting a problem that needs to be repaired or initial action on anti-social behaviour
- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision following a stage 2 investigation

- Complaints which involve a personal injury claim or third party liability claim are not dealt with under this process. Instead they would be investigated by an appropriate member of staff and if required, they would be passed to our insurers
- requests for compensation
- events that happened more than 12 months ago
- our policies and procedures that have a separate right of appeal, for example, if you are dissatisfied with the level of priority you have been given when applying for a transfer, you may have the right to appeal against the decision
- issues that are in court or have already been heard by a court, a tribunal or The Independent Housing Ombudsman

### ***How do I complain?***

You can complain in person at our office, by phone, in writing, email or by using our complaints form at [www.banglaha.org.uk](http://www.banglaha.org.uk) Please note we will always reserve the right, were we have issues of communication, to insist that the complaint be put in writing rather than reported over the phone.

In line with the above comment, we would normally expect your complaint to be made in writing. This will assist us in identifying the exact nature of your complaint and what your expectation are with regards to the outcome.

Before you reach the stage of making a complaint it is easier for us to resolve concerns if you raise them quickly and directly to the member of staff responsible for the service concerned. So please do try and talk to the member of staff responsible for the service you are complaining about. Then they can try to resolve any problems on the spot. Only if you are not satisfied then you should implement the complaints procedure.

When complaining whether in writing or by telephone, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter.

### ***How long do I have to make a complaint?***

Normally, you must make your complaint within six months of:

- the event you want to complain about, or
- finding out that you have a reason to complain, but no longer than 12 months after the event itself

### **What happens when I have complained?**

We will always tell you who is dealing with your complaint. Our complaints procedure has two stages:

#### **Stage One – Frontline Resolution**

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem.

Where actions are required to resolve the complaint, we will work with our colleagues, contractors and other relevant parties to ensure that these are carried out as quickly as possible.

We will normally give you our decision at stage 1 in ten working days, unless there are circumstances that mean we have to extend this period. Where we do extend the period we will advise you in writing that we intend to extend the period our response will include the actions we are taking and when you can expect the final response.

If you are dissatisfied with our stage 1 final response, you can ask for your complaint to be investigated further through stage 2.

You may choose to do this immediately or up to 28 days after you get our initial response.

## **Stage Two – Investigation**

Stage 2 deals with two types of complaint: those that have not been resolved at stage 1 and those that are complex and require detailed investigation.

You will need to explain why you are not satisfied with the outcome of the Stage 1 response and the outcome you are seeking. We need this in writing prior to escalating your complaint to Stage 2.

Once we receive your request to escalate your complaint to Stage 2 we will,

- acknowledge receipt of your complaint in writing within five working days
- where appropriate, discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- aim to give you a full response to the complaint as soon as possible. Our target is within 20 working days.
- If our investigation will take longer than 20 working days, we will revise the target completion date in writing and inform you of the revised date, we will always aim to make this a reasonable. If you are informed of a revised target completion date, we will update you on the progress of your complaint.

## **What if I am still dissatisfied?**

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask a designated panel (if one is in place) or a designated person (Member of Parliament or Local Councillor) to look into it. Or wait 8 weeks and ask the independent Housing Ombudsman Service (HOS) to look at it.

The Housing Ombudsman Service **cannot** normally look at:

- a complaint that has not completed our complaints procedure (**so please make sure it has done so before contacting the Housing Ombudsman Service**)
- events that happened, or that you became aware of, more than a year ago
- We reserve the right to dismiss any complaint outside of this time period.
- a matter that has been or is being considered in court.

You can contact the HOS:

Housing Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
London E14 9GE

[www.ombudsman-housing.org.uk](http://www.ombudsman-housing.org.uk)

Tel. 0300 111 3000

### ***Getting help to make your complaint***

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your written consent to complain on your behalf.

For vexatious complainants, we will acknowledge their complaints but may not investigate the complaint if we have dealt with similar complaints in the past. We reserve the right to communicate with vexatious complainants in writing, via a nominated advocate or a representative.

You can find out about advocates in your area by contacting the Citizens Advice Bureau. [www.adviceguide.org.uk](http://www.adviceguide.org.uk) or check your phone book for your local bureau.

If you have trouble putting your complaint in writing please tell us, so we can sign post you to an appropriate external agency where you can get assistance in dealing with your complaint.

### **Our Contact details**

Bangla Housing Association Ltd  
100 Morning Lane  
London  
E9 6LH

Tel: 0208 985 1124

SMS: 07983 467 036

Email: [info@banglaha.org.uk](mailto:info@banglaha.org.uk)

### ***Your Main Landlords***

If your home is managed by Bangla your main landlords will be kept informed at all stages of the complaint process and they may also contact, you and take your complaints through their internal complaint procedure to ensure you receive a fair and full response to your complaints.

We are committed to making our service easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help customers access and use our services.

# Quick Guide to Our Complaints Procedure

## Complaints Procedure

You can make your complaint in person, by phone, by e-mail or in writing.

We have a **two-stage complaints procedure**. We will always try to deal with your complaint quickly. If it is clear that your complaint will need a detailed investigation, we will tell you and keep you updated on our progress.



## Stage 1: Frontline Resolution

We will always try to resolve your complaint quickly, within **10 working days**. If our investigation will take longer than 10 working days, we will inform you of the revised time limits and keep you updated on progress.

If you are dissatisfied with our response, you can ask us to consider your complaint at Stage 2.



## Stage 2: Investigation

We will look at your complaint at this stage if you are dissatisfied with our response at stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

You will need to explain why you are not satisfied with the outcome of the Stage 1 and the outcome you are seeking. We need this in writing prior to escalating your complaint to stage 2.

We will acknowledge your complaint **within 5 working days**. We will give you our decision as soon as possible. This will be after no more than **20 working days** *unless* there is clearly a good reason for needing more time.

If our investigation will take longer than 20 working days. We will inform you of the revised time limits and keep you updated on progress.



## Designated Person / Housing Ombudsman

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision you can go to;

- A) **A designated Person:** These are a MP (Member of Parliament), Councillor or a recognised Tenant Panel, (currently Bangla does not have a recognised Tenant Panel). They will help to facilitate a resolution to your complaint or may refer your complaint to the Housing Ombudsman on your behalf. Or
- B) **Housing Ombudsman:** You can complain directly to the Housing Ombudsman but will need to wait 8 weeks after your complaint has been closed by Bangla.

# Complaints Form

## Your details:

We want to make sure our customers are treated fairly and equally.

To do this, we would be grateful if you would provide the following information. We will keep this information confidential and it will not affect how we handle your complaint.

Your name: \_\_\_\_\_

Your address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone numbers:

Home: \_\_\_\_\_ Work: \_\_\_\_\_

Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

Please tick which of the following boxes apply to you:

### 1. What is your gender?

Male    Female    Transgender male    Transgender female    Prefer not to say

### 2. What is your age group?

Under 18    18 to 25    26 to 40    41 to 59    60+    Prefer not to say

### 3. What is your ethnic origin?

Black or Black British

- Caribbean
- African
- Other \_\_\_\_\_

Chinese or other South East Asian ethnic group

- Chinese
- Vietnamese
- Other South East Asian
- Other \_\_\_\_\_
- Prefer not to say

White

- British
- Irish
- Other \_\_\_\_\_

Mixed

- White and black Caribbean
- White and black African
- White and Asian
- Other \_\_\_\_\_

Asian or Asian British

- Bangladeshi
- Indian
- Pakistani
- Other \_\_\_\_\_

**4. What is your religion?**

- |  |                                   |   |
|--|-----------------------------------|---|
| <input type="checkbox"/> Islam             | <input type="checkbox"/> Hindu    | <input type="checkbox"/> Atheist / Agnostic |
| <input type="checkbox"/> Jewish            | <input type="checkbox"/> Sikh     | <input type="checkbox"/> Other _____        |
| <input type="checkbox"/> Christian         | <input type="checkbox"/> Buddhist | <input type="checkbox"/> None               |
| <input type="checkbox"/> Prefer not to say |                                   |   |

5. Does anyone in your household have a disability?      Yes              No

6. Please indicate which stage of the complaints process you are taking:

Stage 1

Stage 2

7. Name of any officers at Bangla who you have dealt with:

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8. Please give details of your complaint:

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9. Is there any action you would like us to take? Please specify:

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Your signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please complete and return this complaint form to us by hand, post or email:  
[info@banglaha.org.uk](mailto:info@banglaha.org.uk)

If you need a copy of this form in large print, Braille, audio form or translated into your first language, please contact the Bangla office.