

## Appeals

Appeals against a Stage Two decision will involve a review of the paperwork of the complaint.

There will not be a re-investigation. An appeal would be successful if the correct procedure has not been followed, the decision was not in line with the facts of the case, or if the action to be taken did not match the seriousness of the issue complained about. No new matters may form part of the appeal.

Appeals should be made in writing, addressed to:

The Chair of the Board of Management,  
c/o Brighton Housing Trust, 144 London Road,  
Brighton, BN1 4PH

## What if I am still dissatisfied?

If you have been through all our stages of the complaints procedure and you are still unhappy with the way we have dealt with your complaint, you may wish to ask the Housing Ombudsman Service to review it.

You can contact the Ombudsman at:  
Housing Ombudsman Service, 81 Aldwych,  
London, WC2B 4HN

Tel: 0300 111 3000 (lines are open Monday to Friday from 9.15am to 17.15pm)

Fax: 020 7831 1942

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

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

01323 340018  
[info@bht.org.uk](mailto:info@bht.org.uk)

The Housing Ombudsman Service can only help you if you have been through all our stages of the complaints procedure.

If you refer your complaint to the Housing Ombudsman Service, we will let them see the appropriate files and records. The Ombudsman has the power to recommend a solution to your complaint.

This may include an offer to mediate or arbitrate, or a recommendation that we should:

- formally apologise to you
- compensate you
- stop doing what you complained about
- reject your complaint



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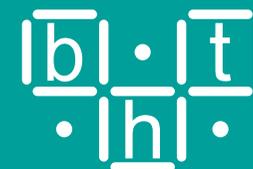
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Please call **01323 340018**

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# Housing Services

Combating Homelessness · Creating Opportunities · Promoting Change



## COMPLAINTS

When things don't work the way they should, we aim to **investigate and resolve complaints quickly, effectively and where possible, to your satisfaction.**

# How can I make a complaint?

**We aim to give you the best possible service but we know that mistakes and misunderstandings do happen sometimes.**

When things don't work the way they should, we aim to investigate and resolve complaints quickly, effectively and where possible, to your satisfaction.

Firstly, talk to us and we will try to sort things out straight away. If you are unhappy with the outcome, you can use our complaints procedure.

## **Our complaints procedure has two stages:**

**Stage One** – The complaint goes to the Manager of the particular area.

**Stage Two** – The complaint goes to the Senior Manager, Chief Executive or Director of Services.

At each stage, if you are dissatisfied with our response, you can go to the next stage of the complaint procedure.

## Stage One

**If you have discussed your complaint informally with us and you are dissatisfied with the outcome you may choose to make a formal complaint.**

**You can make a formal complaint in one of the following ways:**

- by completing a **Complaints Form** – your Housing Officer can provide you with a copy and can help you complete it.
- **by telephone** – please call **01323 340018** or your Housing Officer directly.
- **by email** – **info@bht.org.uk**
- through **MyTenancy**
- **in person** – at any of our Housing Services offices in Brighton, Eastbourne or Hastings

## **When you make the complaint, you should say:**

- what has happened
- why you are dissatisfied
- what you think we should do next
- if you would like to make a claim for compensation

We will send you a letter to acknowledge your complaint and say who will deal with it. The Manager will then investigate.

The manager will respond to you **within 20 working days of the outcome**. If for any reason we can't, we will write to you to let you know when the investigation will be completed. If you are not satisfied with our reply, you can ask the manager investigating your complaint to consider it further or you can ask for your complaint to go to Stage Two.

Complaints that are particularly serious in nature (for example, abuse or neglect, serious injury etc) or complaints reported to the press or elected politicians, will be passed immediately to the Chief Executive or Director of Services to ensure the necessary people are alerted and the problem dealt with by the appropriate person.

In such circumstances the matter will be dealt with under Stage Two of our complaints procedure.

## Stage Two

**Should Stage One prove unsatisfactory, the complaint will be passed to the Director of Services.**

They will either allocate the complaint to an appropriate person to carry out an investigation, depending on knowledge, skills etc or may deal with the matter themselves. You will be informed within 10 days about how the complaint will be dealt with.

At this stage you will also be able to meet with the person dealing with your complaint so you can put your case in person. They will then consider the complaint, discuss and agree further timescales with you, bearing in mind that complaints should normally be solved within eight weeks.

The person considering the complaint will then complete a report for the Chief Executive and Director of Services who will, on the evidence provided and conclusions reached, make a final decision and will advise you of this in writing.



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**01323 340018**  
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