



Comments, Compliments & Complaints

Tell us your views

Beechdale Community Housing Association

Putting Tenants at the Heart of our Business

Talk To Us!

We are committed to providing services that are of the highest quality. To do this we need to know your views about our services to you. We want to hear any compliments, comments or complaints you have as this will help us work to do better and improve our service to you.

Comments

Please let us know if you have any comments on our services or any suggestions that you think could improve our services to you. Your views are important to us because they help us learn how we can improve.

If you want to make a compliment or comment, please fill in the attached form or contact us. Please ask us if you want any help to complete the form. You can also complete a form on our website (www.beechdaleha.org.uk)

Compliments

If you think we have done something well or that staff are giving a good service, please tell us. We can then keep doing it and can give feedback to the person or team you are pleased with.

Complaints

We try to provide the best possible service but we won't always get it right. If we have made a mistake or if you have received poor service please talk to us first – we will do our best to sort it out for you immediately.

If Talking Doesn't Work...

If, after speaking to us, you are still not satisfied we have a complaints procedure. Our complaints procedure covers services that you have already received or asked for and did not get. We take all complaints seriously as we always aim to learn from our mistakes and improve our services to you.

Our complaints procedure is open to anyone who is unhappy about our service, decisions we make or the way we operate. Friends or relatives can make complaints on your behalf.

You can also complete a form on our website (www.beechdaleha.org.uk)

All complaints are treated in the strictest confidence. We record them and monitor their progress.

How we will deal with your complaint

There are four stages to our complaints procedure

Stage 1

If you want to make a complaint, you can speak to someone face to face, phone or write to us, or ask us for help to complete the attached form. You can also complete a complaint form on our website (www.beechdaleha.org.uk)

Your complaint will be acknowledged, normally in writing or by any other method that you prefer, within 2 working days.

Your complaint will be investigated and you will be able to discuss your problem fully with us. Once our investigation is completed you will receive a full reply within 10 working days of receiving your complaint. We will give you our views and details of any action that we propose to take.

Complicated complaints may take longer to deal with and if so we will keep you informed of progress and agree any new timescales with you.

Stage 2

If you still feel dissatisfied you can appeal in writing to our Chief Executive, who will review your case again and will acknowledge receipt of your dissatisfaction within 2 working days in writing.

The Chief Executive will investigate the complaint, together with the Tenant Complaints Panel where appropriate. Where possible you will be able to put forward your issue to the Chief Executive and the Tenant Panel. A full reply will be sent within 21 working days of receiving the complaint.

Stage 3

If you are still dissatisfied your complaint can be taken to BCHA's Board which will consider the matter. Board/Committee meetings are held approximately every 6-8 weeks. Where possible you will be allowed to attend this meeting so that you can have the opportunity to fully put forward your issue. You will be informed of the Board's decision within 3 working days of it being made.

Stage 4

If you are still not happy, you may take your complaint to the Housing Ombudsman Service. The Ombudsman is independent and offers all housing association tenants a fair and effective way of resolving complaints against associations. Contact details are below:

The Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN

Telephone: 0300 111 3000
Fax: 020 7831 1942
Minicom: 020 7404 7092
Email: info@housing-ombudsman.org.uk
Website: www.housing-ombudsman.org.uk

If you would like more information on the Housing Ombudsman Service, please call us on 01922 648252 and ask us for the leaflet "Complained to your landlord?"

To give us a fair chance to resolve your complaint, please use each stage of our complaints procedure before contacting the Housing Ombudsman Service.

We believe that this will provide faster satisfaction and a speedier solution to your problem.

Monitoring how we are doing

We will regularly review all our compliments, comments and complaints and identify areas for improvement.

We will publish details of any improvements made to our services as a result of your feedback on our website and in our newsletter. We will always make sure that any sensitive or confidential information that could reveal your identity is not shown.

BCHA Board receives regular reports on customer complaints so that they are aware of and can monitor customer dissatisfaction.

Our Contact Details

Beechdale Community Housing Association Ltd

Chilton House

Stephenson Avenue

Beechdale

Walsall

WS2 7EU

Tel: 01922 648252

Fax: 01922 610545

Email: enquiries@beechdaleha.org.uk

Website: www.beechdaleha.org.uk

If you require any help in understanding this information or you need an interpreter to read it to you please ask someone to contact us on your behalf.

If you would like this information in **LARGE PRINT** or audio tape, please contact us on **01922 648252**

যদি আপনি কোনো অন্য ভাষা বা ফর্ম্যাটে তথ্য চান তাহলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন

Bengali

Si vous désirez des informations dans une autre langue ou format, veuillez nous contacter.

French

તમારે આ માહિતી બીજી ભાષામાં અથવા તો બીજી કોઈ રીતે જોઈતી હોય તો કૃપા કરી અમારો સંપર્ક કરો

Gujarati

यदि आप सूचना ;इनफारमेशन द्व को किसी और रूप या किसी और भाषा मे चाहते है तो कृपया हम से सम्पर्क करें

Hindi

ਜੇ ਤੁਸੀ ਹੋਰ ਭਾਸ਼ਾ ਜਾ ਰੂਪ ਵਿੱਚ ਜਾਣਕਾਰੀ (ਇੰਨਫਾਰਮੇਸ਼ਨ) ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

Punjabi

اگر آپ یہ معلومات کسی دوسری زبان یا شکل میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

Urdu

Beechdale Community Housing Association
Chilton House Stephenson Avenue
Beechdale
Walsall WS2 7EU

email: enquiries@beechdaleha.org.uk

web: www.beechdaleha.org.uk

tel: 01922 648252

fax: 01922 610545



A Charitable Industrial and Provident Society

Comments, Compliments & Complaints

We are always pleased to hear what you think of BCHA and any ideas you have that could help us improve our services for everyone. Your comments, compliments and complaints are always very welcome whether good or bad.

To make a compliment, comment or complaint please complete the form below. Other people, including our staff can fill this form in for you:

Name

Address

Email

Daytime Telephone Number

Best Time of Day to make contact

Would you like to make a
(Tick one only)

Comment

Compliment

Complaint

Date service received/incident

Details of your comment compliment or complaint

Please turn over

If you are making a complaint how do you want us to put it right

Details of any harm, loss or inconvenience you have experienced in relation to this

Is this the first time you have made a complaint about this issue (please circle) Yes / No

If Yes, please tell us when you made your complaint

Please return this form to:

**Operations Manager, BCHA Ltd, Chilton House, Stephenson Avenue, Beechdale,
Walsall, WS2 7EU**