

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 your complaint needs 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.



Housing Ombudsman

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision you can complain directly to the Independent Housing Ombudsman.

You can also contact the Housing Ombudsman Service for advice and support at Any time during the complaints process or before they have made a formal complaint.

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:

8. Please give details of your complaint:

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

Your signature: _____ **Date:** _____

Please complete and return this complaint form to us by hand, post or email:
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.