

Complaints Procedure

Blenheim Gardens RMO recognises that from time to time things do go wrong. BGRMO encourages residents' suggestions, concerns and complaints about any of the services we provide. Your views matter to us. Letting us know about any difficulties you have had will help us to improve the services BGRMO provide. BGRMO would also like to know if you have received a good service. BGRMO welcomes compliments when they are deserved, and we will gladly pass them on to the staff responsible.

Promoting Equality and Quality of life for Residents

How to complain

Our complaint's procedure has three stages:

Stage one: The informal approach

If you have a problem with the way BGRMO manage or maintain residents' homes or services you should firstly discuss it with the estate office. Our staff will be happy to talk over complaints or suggestions, and most problems can be dealt with on the spot.

Stage two: A written complaint

If you remain unhappy, you should put the complaint in writing. BGRMO would prefer it if you used the standard form provided for this purpose, returning it in the envelope marked confidential to the Estate Director. If you would like to make an appointment for an officer to write a complaint on your behalf, please contact the estate office. However, if you would prefer to telephone through a complaint, or call in at our office or email us then this is perfectly acceptable. BGRMO staff will make careful note of any formal complaint using one of our forms as a record.

Residents can also make a complaint through our board members or through external agencies solicitors, CAB etc. You may also bring someone along with you to any meeting, for example a friend or relative, but please let us know beforehand.

What happens after you have made a complaint?

All formal complaints are recorded confidentially. BGRMO will send an acknowledgement within three working days of receipt, giving the name of the person who is dealing with the complaint, and a reference number. This will usually be the Estate Director.

You should receive a formal response within 10 working days. In some cases, where complaints are very complicated, BGRMO may need longer. BGRMO will explain the reasons for the delay and say when you can expect a full reply.

Occasionally BGRMO may suggest mediation or arbitration as the best way to resolve a dispute.

Stage three:

Having received our formal response, if you are still not satisfied, you should write to the Secretary of the Board. You may ask for a personal meeting with a panel of the Board, the Board will decide if this is appropriate.

You should always follow our procedure through to the end before you take an outstanding complaint elsewhere.

If you need to take the matter further, you can contact London Borough of Lambeth complaints unit on 0207 926 3497 or you can also contact the local Government Ombudsman, an independent investigator, about your complaint.

This service is independent and is available to those individuals who feel that they have been treated unfairly by a local authority. The Ombudsman will however, only investigate complaints which have already been considered under the Council's own complaints procedure. The Ombudsman can deal with complaints about the manner in which decisions were made (*maladministration*) but cannot investigate a matter that is already subject to legal proceedings. Please write to:

**The independent Housing Ombudsman Scheme
Norman House
105-109 Strand
London
WC2T OAA**

Complaints code of practice-Summary

BGRMO will treat all complaints confidentially. BGRMO will not pass information on to third parties or other residents without getting the permission of the person complaining.

Acknowledgement and Response Times

BGRMO will acknowledge all complaints within three working days. The aim at each stage of the complaint's procedure is to give a response within 10 days of receipt.

Positive Response

BGRMO view complaints as important feedback on the services we provide. When a complaint has been investigated and fault has been found, BGRMO will contact the Resident. BGRMO will apologise where appropriate; provide compensation where the circumstances merit this; and solve the problem as soon as possible.

Welcoming Suggestions

The complaint form also provides an opportunity for residents to suggest alternative ways in which BGRMO might operate. BGRMO will consider these, and act upon them where appropriate.

Monitoring

BGRMO will monitor the complaints received and make regular reports to the Board and the London Borough of Lambeth.

Your Details:-

Name: _____

Address: _____

Post Code: _____

Telephone No: (Home) _____ (Work) _____

The Details of your Complaint:-

Please include as many details as possible i.e date, time, who was involved (names if known) and what action is being suggested.

(Please continue on separate sheet if necessary)

Which member(s) of staff have you reported the complaint to?

What action did they take?

Why are you dissatisfied with the response you have received so far?

What do you think we should do to put things right?

Signed: _____ **Date:** _____

About You:-

We would like you to complete the following details about yourself, to help us to ensure that we are providing our services fairly to all members of our community. The information is voluntary and will only be used for monitoring purposes.

How would you describe your ethnic origin?

(please circle) White: White British Irish Irish Traveller Gypsy/Roma
Other (please state)

Mixed: White & Black Caribbean White & Black African White and Asian Other
(please State)

Black or Black British: Caribbean African Somali Other
(please state)

Asian or Asian British: Indian Pakistani Bangladeshi Other
(please state)

Chinese or other ethnic groups: Chinese Vietnamese Other
(please state)

What is your gender? Male Female

Are you disabled? Yes No

Please fill in as many details as possible and return to the estate office
Thank you.

**Blenheim Gardens RMO
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Blenheim Gardens Estate
London SW2 5ED**