

Diversity statement

This leaflet is also available in other formats, including large font, audio and other community languages. If you would like to receive one of these formats, please contact BGVPHA on 020 8709 4300.

এই লিফলেট বাংলাতেও পাওয়া যাচ্ছে। একটি কপি জন্য ০২০ ৮৭০৯ ৪৩০০ নম্বরে ফোন করুন অথবা আপনার স্থানীয় অফিস থেকে একটি নিয়ে নিন। [Bengali]

Warqaddan waxaad ku helayaas iyadoo ku turjuman afaf (luqado) kalo duwan. Haddii aad jeceshahay inaad ku hesho afkaaga, fadlan lasoo xidhiidh BGVPHA oo laga helo 0208 709 4300. [Somali]

Ce prospectus est aussi disponible en d'autres langues. Si vous desiréz avoir une copie dans votrs langue, contactez BGVPHA sur 020 8709 4300. [French]

Ta ulotka jest takze dostepna w innych jezykach, uzywanych w gminie. Jezeli chcesz otrzymac te ulotke w swoim jezyku, skontaktuj sie z BGVPHA pod numerem 020 8709 4300. [Polish]

Tờ thông tin này có sẵn bằng các ngôn ngữ cộng đồng khác nhau. Nếu quý vị muốn nhận một bản bằng ngôn ngữ của quý vị, xin vui lòng liên lạc BGVPHA, điện thoại số 020 8709 4300. [Vietnamese]

我们还提供其他语言版本的说明书, 如果您需要汉语版, 请致电 020 8709 4300 联系乔·兰伯特。 [Chinese]

یہ کتابچہ کمیونٹی کی دوسری زبانوں میں بھی دستیاب ہے۔ اگر آپ اپنی زبان میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی جو لمبرٹ سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



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North River Alliance

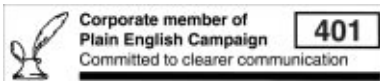
Bethnal Green and Victoria Park Housing Association
401 Mile End Road, London, E3 4PB.

Tel: 020 8709 4300 Fax: 020 8709 4400 Email: enquiries@bgvpha.org.uk

www.bgvpha.org.uk

Please note that the contents of this document do not affect your rights as stated in the terms of your tenancy. This leaflet provides you with information on the services we will deliver to you.

BGVPHA wishes to thank all the residents who contributed to the production of this document.



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BGVPHA

Committed to Tower Hamlets



How to make a complaint



We make every effort to keep standards high. However, there may be times when our services do not meet your expectations.

Your opinions are very important to us and we want to hear from you if you feel that we have got something wrong or failed to deliver a service to a high enough standard.

By using our complaints process, you can give us the opportunity to put things right quickly and effectively.

What is a complaint?

At Bethnal Green and Victoria Park Housing Association (BGVPHA), we define a complaint as:

‘any dissatisfaction about something we have or have not done, or the standard of service we have provided or someone else has provided on our behalf’.

Your complaint could be about:

- unhelpful staff or contractors;
- being given incorrect information;
- our failure to provide a service; or
- our failure to achieve published standards or service quality.

What is not a complaint?

We will not treat any of the following as a complaint.

- Repairs you are waiting for that you have not already reported.
- Repairs that are not completed or only partly completed, but are still within our published completion timescales.
- Residents chasing non-urgent repairs for the first time.
- New reports of harassment or antisocial behaviour. We have separate procedures for harassment and antisocial behaviour. Please call 020 8709 4300 for copies.

- New applications for transfers or requests for mutual exchanges.
- Requests for advice or information.

We will not use this procedure to respond to legal action against us. If legal action is taken against us, we will stop any investigation we are making into a related complaint.

We will also not investigate any incident that is over one month old when you first reported it.

Our service promise

How to complain

We accept complaints in any of the following ways.

- **Phone** – call our complaints number on 020 8709 4414. We may record your call.
- **Letter** – write to the Resident Services Administrator, BGVPHA, 401 Mile End Road, London E3 4PB.
- **In person** – at our head office (as above). We will also accept complaints from another person on your behalf.
- **Email** – send your email to enquiries@bgvpha.org.uk
- **Website** – visit www.bgvpha.org.uk

Help with making a complaint

We want to make it as easy as possible for you to make a complaint. If you ask for them, we will provide:

- translations of this leaflet into other languages;
- an interpreting service by phone;
- this leaflet in large print, in Braille and on audio tape; and
- home visits, if you find it difficult to leave your home.

How we will treat your complaint

We take all complaints seriously. We will treat you fairly and deal with your complaint quickly and efficiently. We will treat all sensitive information you give us in confidence, in line with the Data Protection Act 1998.

The complaints process

Our complaints process has three internal stages and an independent appeal stage.

We will try to sort out your complaint at each stage so you do not have to continue through the complaints process. We will record all complaints we receive and report on how we have performed in the Residents’ Annual Report. We will contact you once we have sorted out your complaint to find out if you were satisfied with the outcome.

Stage one

The director from the team you are complaining about will investigate your complaint. He or she will acknowledge your complaint within two working days of receiving it.

The director will send you a full response within 10 working days of receiving your complaint (or a letter telling you when you will receive a full response if we are not able to investigate thoroughly within this time).

Stage two

If you are not satisfied with our response to stage one, you can move to stage two.

We will refer your complaint to the Chief Executive who will oversee a more in-depth investigation. We will send you a written response within 15 working days.

Stage three

If you are not satisfied with our response to stage two, you can move to stage three.

We will invite you to meet a panel to discuss your complaint within 20 working days. The panel will include a board member, one of our directors and at least one representative from the Residents’ Forum. The panel will be held at a time and place to suit you and us.

The panel will decide if we have:

- followed our published policies and procedures;
- acted fairly; and
- been sensitive to your needs.

We will write to you with their decision within seven working days of your meeting with them.

Stage four – independent appeal

In most cases, you should contact the Independent Housing Ombudsman at:

Housing Ombudsman Service
Norman House
105-109 The Strand
London WC2R 0AA.

Phone: 020 7836 3630 or 0845 712 5973

Email: ombudsman@ihos.org.uk

Website: www.ihos.org.uk

Fax: 020 7836 3900

Minicom: 020 7240 6776

You can contact the ombudsman at any stage of our internal complaints process but we recommend that you go through all three stages first. We do not have any control over the length of time this appeal stage takes.

You can get a copy of the full complaints process from us by calling 020 8709 4300.