

Compliments and complaints

We welcome feedback, both positive and negative, as it helps us to develop and improve our services.



Compliments and feedback

We want to know what you think of our service.

If you want to provide feedback:

- call **0161 786 6000** and **press option 6**
- email **complaints@bestha.co.uk**
- write to **Bespoke Supportive Tenancies, 2a Sentinel House, Eccles, M30 0NJ**
- complete our form on our website **www.bestha.co.uk**
- tell us in person or tell your housing officer
- complete a feedback card, you can get these off your housing officer



Complaints

We aim to get things right first time and want to you to tell us when we don't. Complaints help us monitor our services so we can improve our performance.

Please tell us if:

- we fail to provide a service or if there is a delay in providing it
- we provide a poor service
- you experience unfairness, prejudice or discrimination
- we breach our policies or procedures
- you are unhappy about any other aspect of your experience as a tenant



How to complain

If you want to make a complaint:

- call **0161 786 6000** and **press option 6**
- email **complaints@bestha.co.uk**
- write to **Bespoke Supportive Tenancies,
2a Sentinel House, Eccles, M30 0NJ**
- complete our form on our website **www.bestha.co.uk**

Once we have received your complaint we will aim to respond within five working days.

If you are not happy with our response

If the complaint has not been resolved or you remain dissatisfied, you can take it to a Stage 2 complaint. This means we will carry out a detailed investigation into your complaint. We will give you a full response within 20 working days.

At this point, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Housing Ombudsman to have a look at it.

The Housing Ombudsman Service
81 Aldwych, London, WC2B4HN
0300 111 3000
info@housing-ombudsman.org.uk
www.housing-ombudsman.org.uk

Bespoke Supportive Tenancies Ltd is a Registered Charity,
Registration Number 1143046

Bespoke Supportive Tenancies Ltd is a Registered Provider
of Social Housing, RSH Registration number 4718

Bespoke Supportive Tenancies Ltd is a Not-for-Profit Organisation,
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