



Compliments and Complaints



This document tells you how to tell us when you are happy or unhappy with our service.

What is a complaint?

If you are unhappy, you can complain



Complain

We provide your home and you can tell us if you are not happy with how we do things, this is called a complaint



You may be unhappy because we do something in the wrong way or you do not get the service you expect



We will listen to you and try make things right

Who can help you make a complaint?



Staff

A member of staff



A family member or friend



A support worker



Someone who supports you in making decisions

How to make a complaint



You can make a complaint by speaking to your housing officer or a member of staff



You can also:
Telephone BeST: 0161 786 6000
and press option 6



Email: info@bestha.co.uk



Contact us: www.bestha.co.uk

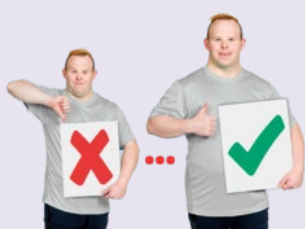


Write to us:
Bespoke Supportive Tenancies
2a Sentinel House
Eccles
M30 0NJ

Stage 1



We will aim to resolve your complaint as soon as possible



If we need time to look into it, we will let you know that we have received your complaint within 5 working days



We will write to you with a response within 10 working days



If we can not get back to you within that time, we will explain why and tell you how long it will take



If you are still not happy then you can ask for your complaint to be escalated to Stage 2

Stage 2



Depending on the nature of your complaint, we will determine the most appropriate manager to review your complaint



We will then write to you with a response within 20 working days

Stage 3



If you are still not happy then you can ask for your complaint to be escalated to a stage 3



We will then write to you with a response within 20 working days



If you are still unhappy you can tell the **Housing Ombudsman Service** and they will check how we listened and acted



You can contact them at:


The Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN
Tel: 0300 111 3000

Email: info@housing-ombudsman.org.uk

Website: www.housing-ombudsman.org.uk


What is a compliment?

If you are happy with us, let us know




A photograph of three people (two women and one man) wearing white t-shirts with a logo, all giving thumbs up. They are smiling and looking towards the camera.

A compliment is positive feedback or praise when we have done well or something good for you




A photograph of a man in a wheelchair, wearing a dark blue polo shirt and jeans, holding a clipboard with a large green checkmark. He is smiling and giving a thumbs up.

Positive feedback helps us know when something has worked so that we can continue with the good practise



A photograph of two people standing and talking. On the left is a woman in a grey cardigan and blue trousers. On the right is a man in a dark sweater and dark trousers, with his hand to his chin in a listening pose.

If you want to tell us that we have done something well then you can tell your housing officer or a member of staff



A photograph of two women sitting at a small round table, engaged in conversation. One woman is wearing a colorful striped sweater and blue trousers, the other is wearing a blue and white striped shirt and dark trousers.


You can tell us in person or by other ways mentioned below

How to give a compliment



Telephone BeST: 0161 786 6000
and press option 6



Message us on Whats App / SMS
Text: 07525277308
or [Facebook](#)
 /BespokeSupportiveTenancies



Email: info@bestha.co.uk



Contact us by website:
www.bestha.co.uk



Write to us:
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