BITMO

Complaints Information.

Making complaints and what to expect.

Belle Isle Tenant Management Organisation

Aberfield Gate, Belle Isle, Leeds LS10 3QH

General Enquiries: 0113 378 2188 | Emergency: 0113 376 0410

Belle Isle Tenant Management Organisation strives to provide an excellent standard of service. However, we recognise there may be occasions where someone may need to make a comment or a complaint.

We welcome complaints and feedback from all tenants and residents within our area as understanding when and where things go wrong, helps us to improve what we do. In considering complaints about our service we will investigate whether approved policy has been applied in a correct and timely way, whether all relevant matters have been taken into consideration, and whether the service has been provided courteously, objectively and properly.

What is a complaint?

A complaint is defined as:

> **"An expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents."**

What is not a complaint?

A request for service, or information, or a complaint about a neighbour or other third party is not a complaint within the terms of this policy.
A matter will not be normally considered under this policy if:

- **The issue giving rise to the complaint occurred over twelve months ago,**
- **It is subject to legal proceedings**
- **It has already been considered under the complaints policy.**

How can I complain?

- **Direct to Leeds City Council**
- **In person at the Housing Office**
- **To any member of staff when they are on the estate**
- **Via a third party authorised to act on your behalf.**
- **In writing to BITMO (address below)**
- **By e-mail to: BITMOComplaints@belleisletmo.co.uk**
- **Via our website: www.belleisletmo.co.uk**
- **By telephone (0113 378 2188)**

Initial complaint communication may be made via BITMO social media. Subsequent dialogue will be conducted via other means in order to respect confidentiality.

What should I expect when I complain?

There are 2 stages to managing complaints:

Stage 1: 10 working days

When a complaint is made we will seek to remedy it immediately. It will be registered, acknowledged and allocated to an investigating manager.

Stage 1 complaints will be investigated by a member of the BITMO Management Team, other than the Chief Executive Officer, and Heads of Service. The complaint investigator will not have management responsibility for the service complained about.

The purpose of the investigation is to consider whether there has been a service failure, and if so what the root cause of the service failure is. The investigating manager will contact you by phone to clarify the complaint and the outcome that you are seeking.

Having established the root cause of the failure, we aim to rectify it to prevent it happening again. If there is no service failure the aim is to manage the customers' expectations by explaining what the service offering is and considering whether we need to amend the service offering to provide a higher level of service.

Stage 1 Complaints Outcome. When we have investigated your complaint we will send you a letter or email that confirms:

- **The complaint stage**
- **The complaint definition**
- **The decision on the complaint**
- **The reasons for the decision made**
- **The details of any remedy offered to put things right**
- **Details of any outstanding actions**
- **Details of how to escalate to stage 2 if you are not satisfied with the outcome. You must make any escalation request within 28 days of the stage 1 outcome notification.**

Stage 2: 20 working days

If you are not satisfied with the response at stage 1 you can ask for a review by a member of the Senior Management Team.

The purpose of the review at Stage 2 is to consider whether all appropriate factors were taken into consideration at stage 1, whether the conclusions reached were reasonable, and to understand how we might be able to resolve your ongoing dissatisfaction.

Stage 2 Complaints Outcome. At this stage the Investigating Officer will determine whether the complaint is "Upheld" "Partially Upheld" or "Not Upheld". A stage 2 outcome letter will be sent which confirms:

- **The complaint stage**
- **The complaint definition**
- **The decision on the complaint**
- **The reasons for the decision made**
- **Details of any outstanding actions**
- **The details of any remedy offered to put things right**
- **Details of how to escalate the matter to the Housing Ombudsman Service if you remain dissatisfied.**

Confidentiality

The principle of confidentiality will be maintained at all times, details of customer contact will never be discussed with a third party outside the necessary investigation of the case.

Equality

We will seek to make any reasonable adjustments to the process necessary in order to comply with requests under the Equality Act 2010.

Compensation Policy

We have a compensation policy which provides for payment of compensation in circumstances where we have failed in our service delivery, and you have suffered a material and evidenced loss as a result of our failure.

Housing Ombudsman

If we are unable to resolve your complaint to your satisfaction , you have the option to refer your complaint to the Housing Ombudsman. They will review your complaint and consider whether BITMO have acted correctly in the way we have dealt with it. If they are not satisfied that we have acted correctly they can instruct us to resolve the matter in a way that they consider appropriate.

Housing Ombudsman Contact details:

Telephone	0300 111 3000
Address	Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET
Website	www.housing-ombudsman.org.uk
Email	info@housing-ombudsman.org.uk