

Complaints form continued

8. Have you complained about this before?

No Yes

If yes, who did you complain to and when?

9. Please say why you are still unhappy with the decision

10. Your signature

11. Date

12. What happens next?

We will:

- Send you an acknowledgement within 5 working days of getting this form
- Tell you when you will receive a full reply

Send this form to the address is this leaflet.
Or send it to One Stop Shop, who will forward your complaint to us.

13. How you can help us treat everyone fairly

By answering the following questions, you will help us to make sure we give a good and fair service to all people in the community.

You do not have to give us this information, but we hope that you will.

(Please tick the relevant boxes)

14. Are you: Male Female

15. Do you have a disability?

No Yes (please say what)

16. Are you

- | | |
|--|--|
| <input type="checkbox"/> White British | <input type="checkbox"/> Asian other |
| <input type="checkbox"/> White Irish | <input type="checkbox"/> Black Caribbean |
| <input type="checkbox"/> White other | <input type="checkbox"/> Black African |
| <input type="checkbox"/> Mixed White & Black Caribbean | <input type="checkbox"/> Black British |
| <input type="checkbox"/> Mixed White & Black African | <input type="checkbox"/> Black other |
| <input type="checkbox"/> Mixed White & Asian | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Mixed other | <input type="checkbox"/> Chinese British |
| <input type="checkbox"/> Asian Indian | <input type="checkbox"/> Chinese Other |
| <input type="checkbox"/> Asian Pakistani | <input type="checkbox"/> Other |
| <input type="checkbox"/> Asian Bangladeshi | (Please write in) |
| <input type="checkbox"/> Asian British | |

www.bhphousing.co.uk

Brent Housing
Partnership
Chancel House
Neasden Lane
Neasden
London NW10 2UF

T 020 8937 2323
F 020 8937 2265
E info@bhphousing.co.uk

**BRENTHOUSING
PARTNERSHIP**

Building on Excellence



Voice your complaints



Help **us** to help **you**

If you have a concern or suggestion about a particular service, you should write or speak to a member of staff or the service manager. If there has been a problem, we will try and sort it out straight away.

Your local One Stop Shop will be pleased to help you raise a concern or make a formal complaint.

The phone numbers and addresses are in this leaflet.

How do I make a formal complaint?

We want to know when our services have gone wrong. We want to put things right, and learn from our mistakes. So we have tried to make it easy for you to make a formal complaint.

You can use the complaint form in this leaflet.

Or you can:



send us a letter



visit the One Stop Shop



telephone us on 0208 937 2323



email us customer.service@bhphousing.co.uk



fax us on 0208 937 2624



Or you can complain online via our website at www.bhphousing.co.uk

Our complaints procedure has three steps

Step one

The first step is to complain to the manager of the service or to the Complaints and Disrepair Team. We will tell you that we have received your complaint within five working days.

We will arrange for your complaint to be investigated and you will normally receive a full written reply within 15 working days of Brent Housing Partnership receiving your complaint.

If I am not happy with the reply, what can I do next?

Step two

You can contact the Complaints Team as detailed in this leaflet. We will let you know that we have received your complaint within five working days.

The Complaints and Disrepair Team will arrange for your complaint to be considered by a more senior member of staff. You will be given their name and they will normally send you a full written reply within 20 working days.

Step three

If you are unhappy with the second response to your complaint, you can request an independent stage 3 review of your complaint, which will be carried out by the Chief Executive of Brent Council on behalf of the Board of Brent Housing Partnership.

The Chief Executive will acknowledge receipt of your complaint within five working days. We will normally send you a full written reply within 30 working days.

If I am still not satisfied, can I take my complaint further?

YES, you can contact the Local Government Ombudsman who will consider your complaint. The Ombudsman is an independent person who investigates complaints about local councils.

You can complain directly to the Local Government Ombudsman at any time. But he will usually consider your complaint after it has been looked at under our complaints procedure.

The Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH

T **024 7682 0001**

Where can I complain about other Brent Council Services?

Brent Housing Partnership is responsible for managing Brent Council's housing stock. We will deal with complaints about the services that we provide, for example, repairs, rents, estate cleaning, right to buy, tenancy issues etc. If you have a complaint about any other Brent Council Services you should contact the One Stop Shop Call Centre on **020 8937 1200**

You can visit any of Brent Council's One Stop Shops:

Town Hall One Stop Shop

Forty Lane, Wembley
Middlesex, HA9 9HD

Brent House One Stop Shop

349-357 High Road, Wembley,
Middlesex, HA9 6BZ

Willesden One Stop Shop

Willesden Green Library Centre,
95 High Road, Willesden,
London NW10 2SU

Harlesden One Stop Shop

Challenge House
1-2 Bank Buildings,
High Street, Harlesden,
London NW10 4LX

Or you can telephone the

One Stop Shop Call Centre
on **020 8937 1200**

The Council's web address is:

www.brent.gov.uk

Can I get help from my MP or Councillor?

YES, your local MP or Councillor may be able to help you make a complaint. You can get their name and address from a library or One Stop Shop.

Or you can telephone the Council's Committee Services on **020 8937 1366**

Where can I get independent advice?

You can telephone:

Brent Community Law Centre

Advice Line

020 8451 1122

Citizens Advice Bureau Call Centre

08450 505250

You can write to:

Willesden Citizens Advice Bureau

270 High Road

London NW10 2EY

Where to send your complaint about Brent Housing Partnership

If you need more information on making a complaint, or you are not satisfied with a complaint response you have received, you can contact

Complaints & Disrepair Team

Brent Housing Partnership

Chancel House

Neasden Lane

London NW10 2UF

T **020 8937 2323**

F **0208 937 2624**

E **customer.service@bhphousing.co.uk**

Translations

This is Brent Housing Partnership's Complaints Leaflet. Please contact the Complaints and Disrepair Team on 020 8937 2323 should you require a translated version or the assistance of an interpreter.

Albanian

Kjo është broshura e Ankesave të Partneritetit të Strehimit të Brent-it. Lutemi kontaktoni Ekipin e Ankesave dhe të Riparimeve në numrin 020 8937 2323, në qoftë se keni nevojë për versionin e përkthyer ose për ndihmën e një përkthyesi.

Arabic

هذا منشور برنت مشاركة الإسكان للشكوى. يرجى الاتصال بفريق الشكاوى والترميم على الهاتف 020 8937 2323 إذا أردت نسخة مترجمة أو بحاجة إلى مساعدة مترجم.

Farsi

این جزوه شکایات مربوط به مشارکت مسکن برنت می باشد. لطفاً در صورتی که شما به متن ترجمه شده و یا به کمک مترجم شفاهی نیاز داشته باشید با تیم ویژه شکایات و خرابی ها به شماره تلفن 020 8937 2323 تماس بگیرید.

Gujarati

આ બ્રોચર હાઉસિંગ પાર્ટનરશીપની ફરિયાદો કરવા વિશે માહિતી આપતી પત્રિકા છે. જો તમને તેનું ભાષાંતર કરાવેલું જોઈતું હોય અથવા હુમાણિયાની સહાયતા જોઈતી હોય, તો કૃપા કરીને કમ્પેઈન્ટ્સ એન્ડ રિપેરીંગ ટીમનો 020 8937 2323 ઉપર સંપર્ક કરો.

Punjabi

ieh brxt hluzig plrtnršp dl iŠcliev prCl (Brent Housing Partnership's Complaints Leaflet) h: j! Vlnh'anlvd clVl hieal rp j: dBSlefd shleVA Clhld hvicrpl crcl iŠcliev; avl tttBij tlm (Complaints and Disrepair Team) nll 020 8937 2323 Vt sprc cr-

Somali

Kan waa nuqulka Cabshooyinka ee Shirkadda Guryeynta Brent (Brent Housing Partnership's Complaints Leaflet). Fadlan kala xariir kooxda Cabashooyinka iyo Dayactirka Taleefanka 020 8937 2323 haddii aad u baahato nuqul tarjuban ama caawinaadda tarjubaan.

Tamil

, J gnucl; ` Trjq; ghhl dhriggjcl; Ki wal Lj; Jz LggwRuk; c qfS fF , ej j; Jz LggwRuj j jcl; nkhoingahGg; gij mahdNwh myyJ nkhoingahghshjcl; c j t!Nah Nj i tahajcl; j aTnraJ Ki walLfs; kwWk; xOqfhfF FOtjclUI d; 020 8937 2323 vdDk; nj hi yNgr , yffj j jcl; %yk; nj hl hg nfhsSTk;

Urdu

یہ برینٹ ہاؤسنگ پارٹنرشپ کا کیمپلینٹس لیفٹ ہے۔ اگر آپ کو اس کا ترجمہ شدہ متن یا ترجمان کی مدد دیکھنا ہو تو براہ کرم 020 8937 2323 پر کیمپلینٹس اینڈ ڈس رپیر ٹیم سے رابطہ کریں۔

If you would like this document in large print please call 020 8937 2363

Complaints form

1. Your name
2. Title (Mr/Mrs/Ms)
3. Your address and post code
4. Your daytime phone number
5. The service you are complaining about and any reference numbers

6. Your complaint is: (if you run out of space, please use extra paper)

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

