

What is a complaint?

A complaint is when you feel unhappy about a service, and want a response from us.



You may be unhappy because:

- We did something in the wrong way.
- We did something that we should not have done.
- We did not do something that we should have done.

Sometimes things may go wrong with our services.



We want people to tell us if they are unhappy.

It can help us to improve our services.



This guide tells you what to do if you want to make a complaint.



Remember it is okay to complain. It is important to tell us if you don't like something that has happened, or if something is making you unhappy.



Making a complaint can be a good way of making things change for the better.



We will help you get support to make your complaint if you want us to.

Who can help you make a complaint?



- **A member of staff.**
- **A family member or friend.**
- **A carer.**
- **An independent advocate.**



Make your complaint as soon as possible. We usually only accept complaints within a year of an issue occurring.

This can help to sort out your problem quickly.

You can:



Talk to member of staff.



Email us:

Talk2us@barnethomes.org



Phone us on 020 8080 6587.

Write to us:



**The Complaints Team
Barnet Homes
3rd Floor
2 Bristol Avenue
London
NW9 4EW**



When you speak to us, we will try to put things right quickly.



Think about what you want to say when you make your complaint.

You need to say:

- **What happened.**
- **Where it happened.**
- **Who you want to complaint about.**
- **What problems is has caused you.**
- **What you want us to do.**



For example, do you want us to say sorry or something else?

Also tell us how to get in touch with you.

What happens next?



Even if it is something small, staff will always take your complaint seriously.



We will make sure we understand what the problem is.



We will deal with your complaint as quickly as we can.



When mistakes happen, we will acknowledge them, apologise, explain what went wrong, and put things right.



We will listen and learn from what you say if you complain about services.

Once you have told someone about your complaint:



We will write to you within 5 working days to confirm we have received your complaint.



We will tell you who is looking into your complaint, and how you can contact them.



We will tell you how long it will take to look into it.



We will give you a reference number for your complaint.



A member of staff will investigate your complaint and will write to you within 10 working days (about 2 weeks) to tell you the outcome.



They might speak to you on the telephone or will visit you to find out more about your complaint.



If they do, they will talk to you about what action will be the best way to make things right for you.

If you are not happy with the way we have dealt with your complaint:



Tell us that you are still not happy and ask us to review how we handled your complaint.

You can speak to the Complaints Team.



talk2us@barnethomes.org



020 8080 6587



**The Complaints Team
Barnet Homes
3rd Floor
2 Bristol Avenue
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If we agree that your complaint has not been answered in full, we will arrange for it to be investigated again.

This is called a Stage 2 complaint.



We will write to you within 5 working days to confirm if we will look at your complaint at Stage 2. We will tell you who is looking into your complaint, and how you can contact them.



A manager will investigate your complaint, and will write to you within 20 working days (about 4 weeks) to tell you the outcome.



They might speak to you on the telephone or will visit you to find out more about your complaint.



If they do, they will talk to you about what action will be the best way to make things right for you.

When dealing with your complaint we will always:



Be fair to everyone, and not treat people unfairly because of something that is different about them.



**Treat your information with care,
and keep things private.**

**If you are still not happy with the way we have handled
your complaint, or if we refuse to review it at Stage 2, an
independent regulator may be able to review it.**

**There are two regulators, depending on what your
complaint is about.**

Housing
Ombudsman Service

**If your complaint is about your
landlord services, you can refer
your complaint to the Housing
Ombudsman Service.**



www.housing-ombudsman.org.uk



0300 111 3000



**Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET**

Local Government
OMBUDSMAN

If your complaint is about homelessness or allocations, you can refer your complaint to the Local Government and Social Care Ombudsman.



www.lgo.org.uk



0300 061 0614



**Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH**



Thank you for reading this guide.
Please tell us if you think we can
make it better.