



BINGLEY FLOWER FUND HOMES LIMITED

(Established 1962)

Manorfield
Littlelands
Cottingley
Bingley BD16 1RW
01274 564490

Lyndhurst
Hall Bank Drive
Bingley
BD16 4BB
01274 564605

COMPLAINTS POLICY & PROCEDURE

At Bingley Flower Fund Homes we welcome any feedback.

In the first instance if you have feedback about our housing service you should contact the site, Warden.

You can write, telephone or email. Contact details are below:

Email: admin@bingleyflowerfundhomes.com.

Manorfield
Littlelands
Cottingley
Bingley
BD16 1RW

Lyndhurst
Hall Bank Drive
Bingley
BD16 4BB

How we handle compliments, concerns, and complaints received from and on behalf of our residents, suppliers or someone acting on their behalf.

Compliments

We welcome receipt of compliments about our employees, supplier, and services. We will ensure the details are passed on to the relevant person(s), so that the recognition can be acknowledged, and areas of good practice identified.

Concerns and complaints

Initially, we will try to resolve your concern informally. In the first instance, you should contact the site Warden. If your concern is not resolved, you are unhappy with the outcome or it is too complex to be dealt with informally, the next step would be to make a formal complaint to the Bingley Flower Fund Committee.

If you do not feel it is appropriate to contact the site Warden in the first instance, please follow the instructions on making a formal complaint, as detailed within this policy document.

All committee members will be made aware of any formal complaints and the Chairman will seek the committee's approval, should this be required as part of the complaint resolution.



COMPLAINTS POLICY & PROCEDURE

Making a formal complaint

To make a formal complaint, please do this in writing to the Chairman. Your formal complaint can be posted to the Manorfield address (detailed above) or you can send it by email to admin@bingleyflowerfundhomes.com

If we offer an immediate resolution and response to your complaint, we shall do so. We may contact you to discuss your complaint in more detail, to discuss the preferred outcome and agree timescales. We will then respond formally to your complaint within ten working days of this discussion.

Where a formal complaint response cannot be undertaken within the timescales, an extension will be agreed with the complainant.

This will conclude our formal complaints procedure.

Other advice

A complainant can approach the Housing Ombudsman during any stage of a complaint for advice; although they cannot take up a case until the providers' complaints process has been completed.

Contact details of the Housing Ombudsman are included below. Complainants may wish to seek support from other agencies such as Citizens Advice, Lease or Shelter to aid the resolution of disputes.

Contact details for Housing Ombudsman:

Website: <https://www.housing-ombudsman.org.uk/contact-us/>

Complaint form: Fill in the [online complaint form](#)

Phone: 0300 111 3000

Write: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

Email: info@housing-ombudsman.org.uk

Where complaints are referred to the Ombudsman Service, we will co-operate fully with any investigation and comply with the resulting decision.



COMPLAINTS POLICY & PROCEDURE

What is a complaint?

A complaint is an expression of dissatisfaction with the services, actions, or lack of action by Bingley Flower Fund Homes, our employees, or those acting on our behalf, which affect a resident or group of residents. This could be where we have failed, or be perceived to have failed, to deliver a service or a promise; or where someone feels they have been unfairly treated.

The complainant does not have to use the word 'complaint' for it to be treated as such. A complaint that is submitted via a third party or representative (with the resident's consent) must still be handled in line with the complaints policy, and as such is also included in the term 'complainant' as applied through this policy.

Some issues may now be dealt with under the complaints policy and procedure because of other conflicts, these include:

- A request for service, rather than a complaint about the services received.
- Services for which Bingley Flower Fund Homes is not responsible.
- Matters already considered under the complaints policy.
- Complaints which occurred over six months ago unless part of a recurring issue or whether consideration of older reports will help to resolve the issue.
- Safeguarding concerns
- Anti-social behaviour
- Insurance claims.
- Where 3rd parties are involved, such as Social Care or the Local Authority (Council)
- Where the complainant is taking legal action against Bingley Flower Fund Homes on the same issue; or where Bingley Flower Fund Homes is taking legal action against the complainant on the same issue.
- Where a complaint is submitted anonymously (although investigation will be attempted where possible).
- Complaints about our procurement process from contractors and suppliers.
- Data protection breach which is dealt with under GDPR.
- Where the complainant is an employee of Bingley Flower Fund Homes (unless they occupy a Bingley Flower Fund Home property and the complaint related to issues around their tenancy).

Any complaints regarding disrepair or outstanding repairs will be progressed through our complaints process in the first instance.



COMPLAINTS POLICY & PROCEDURE

Who can make a complaint?

Complaints may come from any source including residents; carers and family members; friends or advocates of residents; neighbours; service providers; or professionals. We will not treat anyone differently if they make a complaint.

Equality and Diversity and Reasonable Adjustments

Bingley Flower Fund Homes aspires to embed diversity and inclusion within all our activities. We take diversity seriously and will ensure that residents are treated fairly whatever their circumstances. Complainants will be treated fairly and not treated any differently as a result of making a complaint.

Updated January 2024