

Office Use

Date complaint received: _____/_____/_____

Received by:

Recipient address/ stamp:

Log tracking number: _____



Complaints

We want to know so we can improve our services to YOU!



What is a Complaint?

Complaints let us know when you are dissatisfied with one or more of the services we provide. Making a complaint gives us the opportunity to put things right and make changes. We will accept complaints, comments or compliments in writing, by letter, by email, by fax (see contact details below) or by filling in our complaints leaflet (opposite). Your complaint should be sent to St Basils Operations Performance Manager who is located at St Basils Head Office. After receiving and logging your complaint, our Operations Performance Manager will send you a receipt, and identify a suitable 'Investigation Officer' to look into your complaint in more detail.

If you would like help completing this form, or making a complaint, please ask any member of St Basils staff who will assist you. We will also make this leaflet available in other formats upon request.

Complaints Procedures

Stage 1

Your complaint will be logged by the Operations Performance Manager and you will be sent a receipt to acknowledge your complaint. The Operations Performance Manager will identify an 'Investigation Officer' who will look into your complaint in more detail, and write to you with an outcome within **7 working days**.

Stage 2

If you are unhappy with the outcome of your complaint at Stage 1, you can contact the Operations Performance Manager who will speak to the Company Secretary, in order to appoint a 'Senior Investigating Officer'. The 'Senior Investigating Officer' will review the decision you received at Stage 1, and may review a range of other documents and speak to all parties concerned. The 'Senior Investigating Officer' will write to you with an outcome within **10 working days**.

Stage 3

If you are still dissatisfied with the outcome at Stage 2, we will appoint a Director to ensure the Complaints Procedures have been followed and to review the decision. The Director will speak to relevant parties and will notify you of the outcome in writing within **10 working days**.

If you feel St Basils has not dealt with your complaint to your satisfaction at Stage 3, you have the right to complain to a 'Designated Person' who could be your local MP or an approved 'Tenant Panel'. A list of 'Designated Persons' (Tenant Panels) can be found in our Complaints Policy. If you would like a full copy of the Policy - please ask any member of St Basils staff who will provide you with a copy.

For general enquires about Complaints, please contact St Basils Regulations & Governance Officer, Maria Emerson-Smith via email at - maria.emersonsmith@stbasils.org.uk.

To make a complaint - please complete the page opposite and send this to; St Basils Operations Performance Manager, Sarah Webster at sarah.webster@stbasils.org.uk or via post to; Sarah Webster at St Basils Head Office, Heath Mill Lane, Deritend, Birmingham B9 4AX. You can call Maria or Sarah at St Basils on 0121 772 2483.

St Basils is a Registered Charity - Number: 1080154 and Registered with the Homes and Communities Agency - Number: H3994 and a Company Limited by Guarantee - Number: 3964376 and Registered in England



This page to be kept by the customer

This page to be kept by St Basils

Your contact details:
Please provide us with your full contact details below.

Name: _____ Date: ____/____/____

Your Address: _____

Your Mobile Number: _____

Your email address: _____ @ _____

What is your preferred method of contact? Please circle: Email Mobile/Telephone Letter

Please write your Complaint here:

We Would be grateful if you would complete the following section. This information will be used for equality monitoring purposes and to help us plan our services. The categories are based on the 2011 Census.

1. Gender (tick one): Male Female
2. Age (tick one): 16/17 18-21 21-26 26 and over
3. Ethnicity:
- A. White: English / Welsh / Scottish / Northern Irish / British Irish
Gypsy or Irish Traveller Any other White background, write in
- B. Mixed / multiple ethnic groups: White and Black Caribbean White and Black African
White and Asian Any other Mixed / multiple ethnic background, write in
- C. Asian / Asian British: Indian Pakistani Bangladeshi Chinese
Any other Asian background, write in
- D. Black / African / Caribbean / Black British: African Caribbean
Any other Black / African / Caribbean background, write in
- E. Other ethnic group: Arab Any other ethnic group, write in
4. Sexuality(tick one): Heterosexual/Straight Bisexual Lesbian or Gay
Other, write in Not Disclosed
5. Religion (tick one): No religion Buddhist Hindu Jewish Muslim
Sikh
Christian (including COE, Catholic, Protestant and all other Christian denominations
Other

6. Disability: The Disability Discrimination Act 1995 defines a person as having a disability if he/she has a physical or mental impairment which has a substantial and long term adverse effect on his/her ability to carry out normal day to day activities.
a) Do you have a disability as defined above? If all of the above does not apply to you, however, you consider yourself to have a disability, please tick