

## Blackpool Housing Company Customer Compliments, Complaints and Comments Procedure

### Submitting a Complaint, Compliment or Comment

You can make a complaint, compliment or comment in any of the following ways:

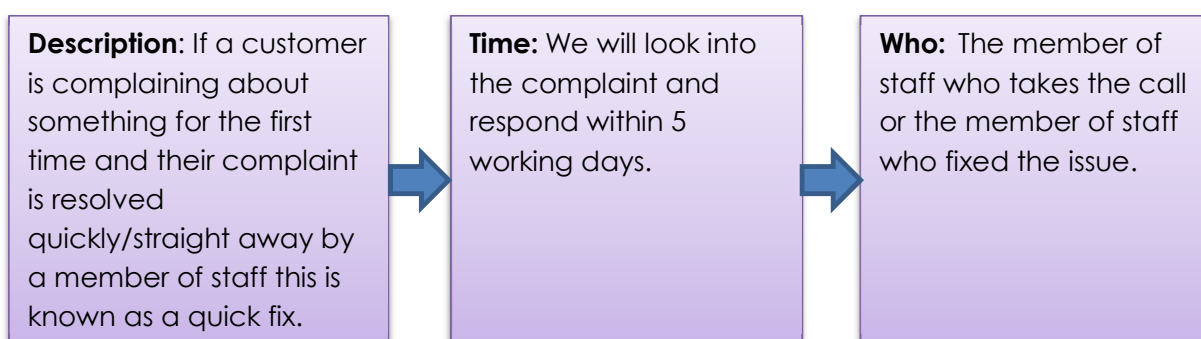
- By telephone on 01253 477222
- By email at [hello@myblackpoolhome.co.uk](mailto:hello@myblackpoolhome.co.uk)
- By letter in writing to Blackpool Housing Company, 348-350 Lytham Road, Blackpool, FY4 1DW.
- In person at BHC Office, 348-350 Lytham Road, Blackpool, FY4 1DW

If you are making a complaint it must be done so using one of the methods above within 3 months of the incident occurring.

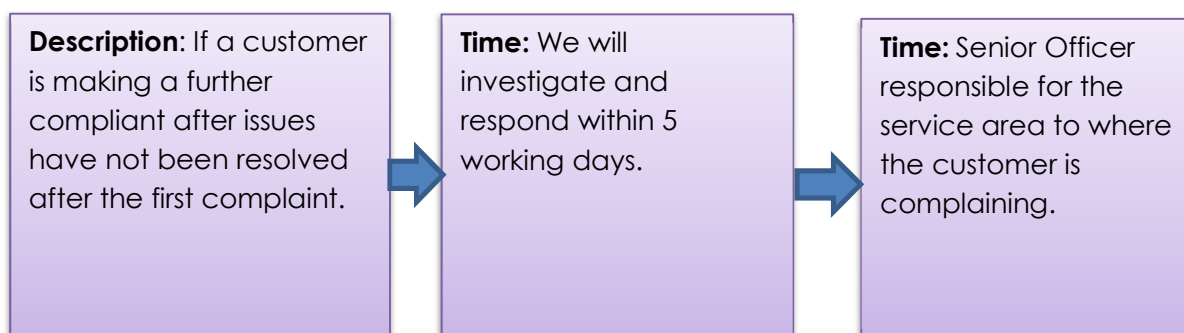
### Stages of a Complaint

A complaint may be about something we are able to resolve straight away or may need to be dealt with by a Manager. We have therefore developed different stages within the complaints process:

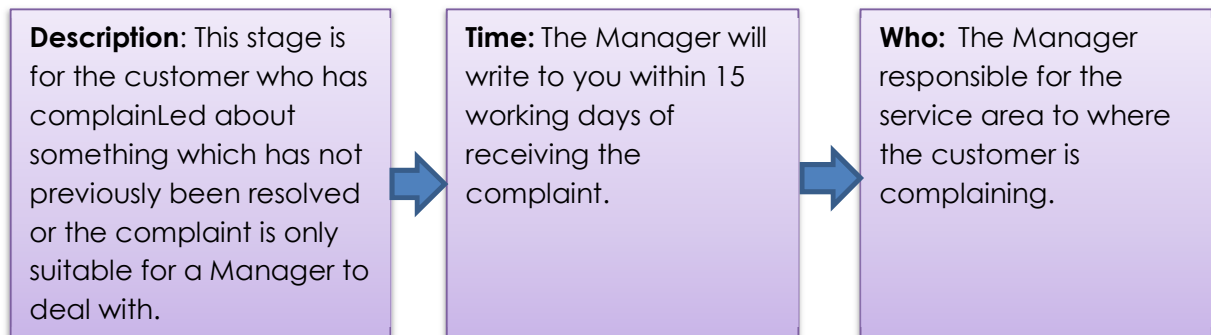
#### 1. STAGE 1 -OFFICER/TEAM LEADER



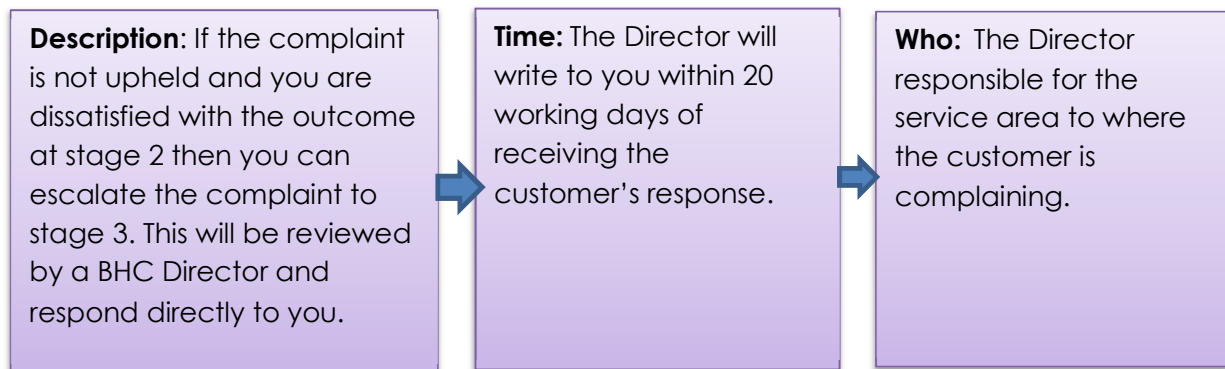
#### 2. STAGE 2 – SENIOR OFFICER



### 3. STAGE 3 - MANAGEMENT



### 4. STAGE 4 – DIRECTOR



### 5. STAGE 5 - THE PROPERTY OMBUDSMAN (TPOS)

If, after 8 weeks of receiving a response from BHC, you are still unhappy, you can ask The Property Ombudsman (TPOS) to look at your complaint. The property Ombudsman. You can find out more details on how to escalate to The Property Ombudsman by visiting their website: [www.tpos.co.uk](http://www.tpos.co.uk)

Contact Details for The Property Ombudsman:

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Tel. 01722 333306

**Address:**



The Property Ombudsman

Milford House,

43-55 Milford Street

Salisbury

Wiltshire

SP1 2BP

