

Blackpool Housing Company Customer Complaints Procedure

Our Commitment to You

We are committed to providing a professional service to all our clients and customers. We understand that sometimes things don't go as planned, and we encourage you to tell us when that happens. Your feedback helps us improve our standards and provide a better service for everyone.

We will where appropriate, make reasonable adjustments for customers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

How to Make a Complaint

You can make a complaint in any of the following way, please include as much detail as possible:

By telephone on 01253 477222

By email at 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.

What Happens Next

1. **Acknowledgement:** We will send you written confirmation that we've received your complaint within **3 working days**, along with a copy of this procedure.
2. **Investigation (Stage 1):** A Team Leader or Manager will review and investigate your complaint. We may contact you to gather more details.
3. **Response:** You will receive a formal written outcome within **15 working days from receipt of your complaint**.
4. **Review (Stage 2):** If you are not satisfied with the Stage 1 outcome, you can request a further review. A senior member of staff will carry out this Stage 2 review. This will be acknowledged within 3 working days and a final written response will be provided within **15 working days** from the receipt of your request to escalate the matter to stage 2.
5. **Independent Review:**
If you remain dissatisfied with our final response (or if more than **8 weeks** have passed since your initial complaint), you may contact **The Property Ombudsman** for an independent review — free of charge.

We will then respond in line with the timeframes set out above (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

The Property Ombudsman:

**33 The Clarendon Centre
Salisbury Business Park
Dairy Meadow Lane
Salisbury
SP1 2TJ**
admin@tpos.co.uk
01722 333 306

www.tpos.co.uk

www.tpos.co.uk/consumers/make-a-complaint

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.