



Blue Square
Residential

How you can provide feedback or make a complaint

You can make complaints or provide feedback by:

- By e-mail to info@bluesquareresidential.com
- Calling our tenant contact centre during office hours on 020 8912 1555
- By speaking to your designated Housing officer.
- In writing to your support or care provider or to Blue Square Residential LTD 72-74 Chiswick High Road, W4 1SY.
- Using the Feedback and Complaints form available in all services,
- Via an authorised advocate or external support person
- Blue Square Residential LTD complies with the [Housing Ombudsman's code of conduct](#). Customers and tenants have the right to contact the Housing Ombudsman at any point in the complaints process to seek advice and guidance. The Housing Ombudsman can be contacted on their website at <https://www.housing-ombudsman.org.uk/contact-us/>.

To measure our performance against the Housing Ombudsman's Code of Conduct, Blue Square Residential LTD have completed a self-assessment. It shows how well we are performing against the code, the areas that we

need to improve on, and evidence of the ways that we are doing this.

Please see: [Blue Square Residential LTD Annual Self-Assessment 23-24.pdf](#)

We acknowledge that complaints are an opportunity to rectify issues, learn from the situation and implement changes to prevent similar problems in the future. As such we have incorporated a positive complaints culture across the organisation.

This current report, and endorsed by our board, has been created in accordance with the Housing Ombudsman Complaint Handling Code, allowing residents to explore our services and hold us accountable for the improvements we have promised and continue to do so in the future.

Please see: [Blue Square Residential LTD Annual Complaints Performance and Service Report 23/24.pdf](#)

Feedback

A key part of our commitment to improving service quality is taking feedback on board. We want to hear from you about:

- when we have done something well
- a compliment about our services or colleagues
- a suggestion about how we could improve a property, procedure or process
- constructive criticism that you may not wish to formalise as a complaint

Complaints

At Blue Square Residential LTD, we always aim to provide the best possible service for our tenants. However, we recognise that sometimes things can go wrong. When this happens, we will try to put things right as soon as possible.

What is a complaint?

A **complaint** is defined as any expression of dissatisfaction, however made, about the standard of service, actions of lack of action by the organisation, its own staff or those acting on its behalf, affecting an individual tenant or group of tenants.

Anyone can submit a complaint. All complaints, including complaints submitted by a third party or representative will be managed in line with this policy.

- - Failure to provide a good service relating to, accommodation (owned or managed by us) or housing services or safety.
 - The behaviour or conduct of staff, or contractors working on behalf of Blue Square Residential LTD, including neglect or abuse.
 - Concerns or legal claims raised regarding disrepair, including damp and mould.
 - Delays in responding to enquiries and requests.
 - Poor treatment by a staff member or a contractor.
 - Failure to follow policy and procedures.
 - Poor quality of repairs, maintenance, gardening, cleaning or ground works; or delays
 - A disagreement with decisions made by us in the course of our work which the complainant feels are unfair or unclear to them.

We aim to resolve all complaints promptly wherever possible. This could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action to resolve the problem. Where we can't resolve a complaint immediately, we will investigate under our stage 1 complaints procedure.

What isn't a complaint?

The following matters will not be considered as a complaint:

- The issue occurred more than 12 months before a complaint was made unless there is a pattern of concern, a potential breach of the Equalities Act.
- Raising a safeguarding concern – which will be managed in line with our Safeguarding Policies and Incident Reporting Policy.

- Complaints made by employees – which will be managed in line with our Grievance Policy.
- Complaints relating to another organisation (unless this it relates to our contractors or others working on our behalf).
- Appeals against warnings, notices to quit or evictions.
- Legal proceedings that have started, such as the Claim Form and Particulars of Claim have been filed at court.

Who can make a complaint?

- Our tenants – people who live in a home where we are the landlord
- Family members, carers, or advocates supporting a tenant
- Organisations who receive a service directly from us
- People who are affected by a service we provide (e.g. neighbours)
- Local Councillors and MPs on behalf of our tenants and members of the public

What happens when I make a complaint?

When dealing with your complaint, we will always listen to you, treat you with respect and ask you what outcome you would like.

Timescales for complaints

- All complaints will be **acknowledged** within **five working days** of receipt.
- **Stage one** complaints will be **investigated** and a written outcome provided within **ten working days** of the complaint being acknowledged
- **Stage two** complaints will be **investigated** and a written outcome provided within **20 working days** of the complaint being acknowledged

Day one of the process starts from next working day of the complaint being acknowledged. This allows us to process complaints received late in the afternoon or outside of core office hours and Bank Holidays.

Stage one

All new formal complaints will be logged at stage one and investigated by a manager. You will receive a response within ten working days of the initial acknowledgement.

Where it is not possible for us to respond within 10 working days, – for example due to the complexity of the complaint or the absence of a key member of staff/witness/complainant – we will contact the complainant to agree an extension of time to respond.

Any extension will not exceed 10 working days unless there are exceptional circumstances.

Where it is not possible to agree an extension period, the complainant will be advised to contact the [Housing Ombudsman](#) to ask for support in challenging the proposed timeline.

If you are not happy with the outcome of stage one you can request to escalate it to stage two where you feel we have not understood your complaint and/or missed key information in reaching our decision.

After each stage one complaint you will be offered the opportunity to complete a complaints satisfaction survey. This is to help us to improve our complaints service.

Stage two

The complaint will be reinvestigated by a different manager, who will look at your complaint again and/or request additional information. We will respond to all stage two complaints within 20 working days.

Where it is not possible for us to respond within 20 working days, – for example due to the complexity of the complaint or the absence of a key member of staff/witness/complainant – we will contact the complainant to agree an extension of time to respond.

Any extension will not exceed 20 working days unless there are exceptional circumstances.

Where it is not possible to agree an extension period, the complainant will be advised to contact the [Housing Ombudsman](#) to ask for support in challenging the proposed timeline.

Next steps: If you remain dissatisfied with our final response, you can refer your complaint to the Housing Ombudsman, we will always provide you with these details.