

## **Making a formal complaint**

You can complain about the following:

- Standards of our service
- Actions taken
- Staff members of Brick by Brick and third parties
- Aftercare and defects

### **Ways to make a complaint:**

**Telephone:** 07511 213244 (**Between 9am and 5pm only**)

**Post:** Brick by Brick, 62 George Street, Croydon, CR0 1PD

**Email:** [propertymanagement@wearebrickbybrick.com](mailto:propertymanagement@wearebrickbybrick.com)

Complaints are best made in writing and will be acknowledged within 24 hours of receipt.

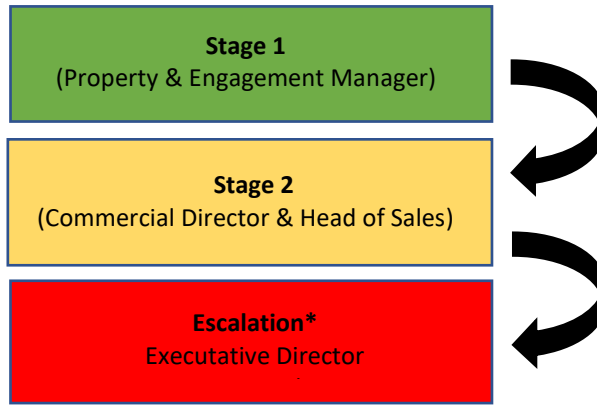
### **Our Procedure**

We have a three-stage complaints procedure, which is co-ordinated by our Property Team

**Stage 1** – If the first attempt to resolve a query is not achieved, a formal complaint will be recorded and investigated, towards resolving. Our aim is to resolve complaints within 10 working days, although instances where we're unable to achieve this, we will explain the reasons of why we are unable to resolve your complaint within this time and provide a timescale of how long it will take for us to do so.

**Stage 2** – If you are not satisfied with the outcome of your complaint, you may request a review. In this instance, your complaint will be escalated to the Commercial Director and Head of Sales to jointly consider. You will need to be clear on what you wish to be considered as your desired outcome and exactly what you are unsatisfied with. Our aim is to resolve stage 2 complaints within 28 working days, if we're unable to meet this time we will explain the reasons of why we are unable to resolve your complaint within this time and provide a timescale of how long it will take for us to do so.

**Escalation** – If the complaint is not resolved after stage 2, it will be escalated further to the final stage. You will need to be clear on what you wish to be considered as your desired outcome and exactly what you are unsatisfied with. Our aim is to resolve escalations within 28 working days, if we're unable to meet this time we will explain the reasons of why we are unable to resolve your complaint within this time and provide a timescale of how long it will take for us to do so.



If after the outcome of an escalated complaint, you remain unhappy, it can be referred to your MP, Councillor or The Housing Ombudsman Service (HOS). Contact details can be found at [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk).

*\* It is important that you follow the above chain of escalation. Complaints sent direct to Brick by Bricks Heads of / Executives Board Members will be directed to our Property & Engagement Manager for action. Where the complaint relates to dissatisfaction, the issue will either be treated as a new complaint or included as further information in a complaint that is already being investigated.*

#### **Aftercare / Defects**

Before making an aftercare / defect related complaint, please refer to Brick By Bricks defects and warranty guide which you should have been provided on completion of your new home. This details the issues we'll attend to and those that the resident will be responsible for.

The nature of the complaint will determine the category it falls into and subsequently the lead time of resolution.