



Section

3

About Bracknell Forest Homes



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Bracknell Forest Homes is a not-for-profit housing association, which was set up in February 2008. Bracknell Forest Homes owns and manages over 5,600 tenanted homes and over 1,100 leasehold properties, which were transferred from Bracknell Forest Borough Council.

Our Board has overall responsibility for managing the organisation and its strategic direction. It is made up of 12 unpaid volunteers – four tenant members, four Council nominees and four independent people.

‘Providing quality homes and services in a safe and pleasant environment through partnership.’

Our values are:

- Acting at all times with honesty, integrity, accountability and openness
- Providing excellent services, quality homes and value for money
- Respecting, consulting and involving our customers and stakeholders
- Hearing what our customers say and being responsive
- Offering choice to increase satisfaction
- Creating a positive working environment that encourages learning and personal development
- Being forward looking and innovative
- Developing a sustainable, environmentally aware business.

Customer Care

This section sets out:

- Our customer care service standards
- How we promote equality and diversity, and what to do if you have a complaint, compliment or suggestion about our services.

We have set ourselves high standards to make sure that your experience in dealing with us is always positive.

We will:

- Promote the delivery of high quality services
- Listen to and value customers’ views
- Respect customers at all times and their rights to privacy and confidentiality
- Respond to customers’ individual and diverse needs
- Be courteous and have well trained staff who provide an effective customer service
- Provide clear and accessible information about our services ensure that our offices are accessible to everyone.



Our staff will:

- Be well trained and have the necessary resources to carry out their duties effectively
- Be prompt, polite and helpful
- Have appropriate information available to advise customers and be willing to listen to their concerns, summarise what has been agreed and confirm timescales for further action as necessary
- Carry identity cards when working outside the office and wear name badges in public areas of the office at all times. All staff will display identity cards before entering a customer's home
- Explain the purpose of their visit before entering a property. If there is a reason to prevent this from happening, the staff member will ensure this is explained once access has been gained
- Respect cultural and other differences and treat people fairly.

Equality and diversity

We embrace diversity in our community and recognise that we work with people who have differing needs. We aim to treat all of our customers with respect, regardless of factors such as race, ethnicity, cultural background, nationality, disability, religion or belief, gender, sexual orientation, age or health status.

We offer:

- Information about our services and service standards in other languages, in large print, in Braille, on CD or on audio tape
- Language interpreters (including sign language) to help at meetings or interviews
- Hearing loops wherever possible at meetings and in our reception area meeting venues that are accessible to everyone.

Our aim is to turn our commitment to equality and diversity into excellent services for our customers. Please let us know if you think that any of our policies or services is unfair.



Complaints, compliments and suggestions

We welcome your complaints, compliments and suggestions, as they help us to learn from your experiences of dealing with us and to improve our services. You can send your complaints, compliments or suggestions to us at Berkshire Court.

A complaint is:

An expression of dissatisfaction by a customer about action, lack of action, or the standard of service they have received.

Complaints may be about us, for example:

- Providing incorrect or misleading advice
- Not delivering a service to the agreed service standards, policies or procedures
- Taking too long to do work, which cannot be explained within the terms of the policies and procedures
- Treating you unfairly
- Not keeping an appointment
- You may be unhappy about how we've treated you or our lack of action.

We have set out the following stages for dealing with complaints.

Stage 1. A complaint must be made within three months of the event giving rise to the complaint. We will gather information about the nature of your complaint and aim to resolve the issue quickly, to your satisfaction. This stage will be managed by the relevant service manager. We aim to respond within 10 working days. If you are dissatisfied with the outcome, or the way that you were treated during this stage, you can pursue your complaint to the next stage.

Stage 2. A thorough review of the Stage 1 investigation will be made by a Head of Service or Director, taking into account any new information which may become available and we aim to agree a reasonable resolution. This will take place within eight weeks of the final response to Stage 1 and we aim to provide a response within 10 working days after this.

Stage 3. If your complaint has not been resolved or dealt with satisfactorily at Stage 2, you may make representations to escalate your complaint to Stage 3. A panel will review your complaint and the action that we have taken to try to work things out. The Complaints Panel will have three members of Bracknell Forest Homes' board, including a tenant board member. This review will take place within eight weeks of the final response to Stage 2. The Panel will meet within 15 working days of the papers being agreed, and a response will be provided within 10 working days of the meeting.



Bracknell Forest Homes is a member of the independent Housing Ombudsman Service. If a customer completes our internal complaints procedure and is still dissatisfied, that customer may have the right to complain to the Housing Ombudsman Service. We can give you more information about this, arrange support if needed, and help you to access the Housing Ombudsman Service, or you can contact them on Lo-call: 0845 7125973, or visit their website at www.housing-ombudsman.org.uk.

Compliments and suggestions

A compliment is an expression of praise, admiration or congratulation in relation to any aspect of Bracknell Forest Homes' services or performance. A compliment may be about an individual staff member, a team or a service. We record your compliments and suggestions to show areas of good practice within the organisation and to inform future service improvements.

Data Protection

We may have certain information about you because you are our customer. This information is always kept safe, secure and confidential. We will not tell anyone else this information unless we are permitted to do so under the law. You can ask us about the information we hold about you. Please also see our leaflet 'Data Protection, access to your information', for more detailed information.

We are required to comply with any relevant law, including the Data Protection Act 1998. For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, or visit their website at www.ico.gov.uk.