

BCOP Complaints process

We treat any expression of dissatisfaction as a complaint. This helps us to log and respond to feedback about how we're delivering our services. Please don't hesitate to let us know if you think we're not meeting the standards you expect. We want to keep improving, so all complaints and feedback are helpful. If you are telling us about something (like a repair) for the first time, this may be a 'service request' rather than a complaint. However, you can make a complaint if you feel we are not responding properly to a service request you've already made.

You can tell us in person by calling 0121 459 7670, by using our website: www.bcop.org.uk or by post: BCOP, Waterside House, Unit 3, Waterside Business Park, 1649 Pershore Road, Stirchley, Birmingham, B30 3DR.

Stage One

If you make a complaint, we'll log it and send you a letter confirming we've received it within 5 working days. The letter will tell you who will be dealing with your complaint, or why we cannot accept the complaint.

We may also contact you to find out more about what has happened. We'll investigate your complaint and contact you with a response within 10 working days of acknowledging your complaint. If we can't do this, we'll discuss the delay with you, and what you can do if you are unhappy.

If you are unhappy with the outcome of your complaint, you can ask us to look at the complaint again.

Stage Two

We'll send a letter confirming your complaint is being looked at again within 5 working days. The letter will tell you which senior manager is dealing with your complaint.

We may contact you to find out more about what has happened. We'll investigate again and contact you with our final response within 20 working days of acknowledging your stage 2 complaint. If we can't do this, we'll discuss the delay with you and what you can do if you are unhappy.

If you're unhappy at any stage you can seek further advice and support from the Ombudsman Services:

Residents of our nursing homes please contact the Local Government & Social Care Ombudsman

Phone 0300 061 0614

Website: www.lgo.org.uk

Post: Local Government and Social Care Ombudsman, PO Box 4771, Coventry, CV4 0E

Residents in our housing schemes please contact the Housing Ombudsman

Email: enquiry@ombudsman-services.org.uk

Phone: 0330 440 1614

Website: www.housing-ombudsman.org.uk

Post: Housing Ombudsman Service PO Box 1484, Unit D, Preston, PR2 0ET