Complaints process

Easy read

If you're unhappy with Berneslai Homes, we want you to tell us - it's okay to complain. We'll do our best to put things right for you. This guide tells you how to make a complaint and what to expect.

Our complaint stages...

Stage one

We will acknowledge your complaint within five working days.

We will investigate and respond within ten working days.

Stage two

If you're still unhappy... tell us within four weeks of your Stage one response.

We'll acknowledge your complaint in five working days.

An Executive Director or Head of Service will respond within 20 working days.

You, a family member or a friend can contact us to make a complaint in the following ways:

- 01226 787878
- customerservices@berneslaihomes.co.uk
- Customer Services, Berneslai Homes, PO BOX 627, Barnsley, S70 9FZ
- www.berneslaihomes.co.uk/contact-us/make-a-complaint/



If you're still unhappy...

You can contact the Housing Ombudsman at any time if you need help making a complaint, you can do this in the following ways:

- housing-ombudsman.org.uk
- 0300 111 3000
- Housing Ombudsman Service
  PO Box 1484
  Unit D, Preston
  PR2 0ET

berneslai homes