



CUSTOMER FEEDBACK

COMPLAINTS, COMPLIMENTS AND COMMENTS

BROMSGROVE DISTRICT HOUSING TRUST

Ways to get in touch

All feedback can be made in the following ways

- Mybdht customer portal via www.bdht.co.uk
- Email: contactus@bdht.co.uk
- Phone: 0800 0850 160
- Letter: FREEPOST bdht
- Facebook or Twitter
- In person: bdht offices, Buntsford Court

You can also complete this form and send it to us at FREEPOST bdht



COMPLIMENTS

We really appreciate it when customers take the time to tell us when they have received an excellent service from us. We would like to hear from you when things go well, for example:

- Did we go the extra mile?
- Were we helpful and supportive?
- Was your repair fixed quickly first time?

Did we go
the Extra
Mile?

COMMENTS

We welcome comments from our customers so that we can take your views into account when improving services.

Tell us about where we can do better, for example:

- Your good and bad experiences and what you would like to see changed as a result.
- Any comments or practical suggestions that you would like us to think about.

Tell us
about what
we can do
better

COMPLAINTS

We like to make sure that all our customers are happy with the services they receive. We accept that sometimes things go wrong; if this happens we would like the opportunity to put things right and that is why we welcome customer complaints.

We would like to hear from you if you are unhappy about:

- The quality or standard of service.
- The timeliness of any service provided.
- Our staff or representatives.

We would
like to hear
from you

We treat all complaints as an opportunity to improve our policies, processes and procedures

Compliments to bdht

“When you are happy with the service, please take time to send in a compliment”

Graeme Anderson, Chief Executive

Name:

Address:

Postcode:

Telephone:

Email:

Would you like a response?

Yes

No

Preferred Method of Contact: (please tick)

Telephone

Email

Letter

Text

Visit

Other (please state)

Your Compliment:

Would you like to know more about helping us to improve our services?

Yes

No

Comments to bdht

Your views are vital in helping us to shape our services for our customers. If you would like to make a comment, please complete this form.

Name:

Address:

Postcode:

Telephone:

Email:

Would you like a response?

Yes

No

Preferred Method of Contact: (please tick)

Telephone

Email

Letter

Text

Visit

Other (please state)

Your Comment:

Would you like to know more about helping us to improve our services?

Yes

No

Details of your complaint

“bdht recognises that we won’t always get things right and you may be unhappy with the service you receive from us. We want to assure you that we will listen to you, understand you and treat you with dignity and respect”
Business Improvement Team

bdht has a formal complaints procedure, which aims to ensure that we deal with all complaints fairly, openly and without bias

Name:

Address:

Postcode:

Telephone:

Email:

Would you like a response? Yes No

Preferred Method of Contact: (please tick)

Telephone Email Letter Text Visit

Other (please state)

Would you like this logged as:

Quick Fix Complaint Formal Complaint: (please tick one)

Your Complaint: (a brief summary, someone will contact you for more details)

Further Details of your complaint

What would you like to see happen now?

Would you like to know more about helping us to improve our services?

Yes No



What do I do now?

Please return this form in the pre-paid envelope supplied, or alternatively post it to us free of charge simply addressing an envelope FREEPOST bdht. For questions or enquiries, contact us via mybdht, call us free on 0800 0850 160 or email contactus@bdht.co.uk

If you would like this document in another language, large print or audio format, please contact 0800 0850 160

