



Complaints – a guide for residents

October 2026

Complaints – a guide for our residents

We want to provide a good service and get things right first time. If something has gone wrong, please let us know. We will listen, try to put things right and use your feedback to improve our services.

First, tell us about the problem

Please contact the person or team delivering the service first. Many issues can be sorted out quickly as a service request, for example reporting a new repair or asking for information. However, you will not be prevented from making a formal complaint where your concern meets the complaints definition.

A complaint is when you are unhappy about the standard of service, an action, or a lack of action by BD Reside, a member of our staff, or someone working for us. You do not need to use the word “complaint” for us to treat your concern as one

You can complain about things such as:

- Poor or incorrect delivery of a service.
- Delays or a failure to follow a policy or procedure.
- Inappropriate behaviour by a member of staff, contractor or agent.
- A refusal to provide a service.

How to make a complaint

You can contact us in any of these ways:

Online

<https://www.bdreside.org/report-it>

Email

residecomplaints@bdreside.co.uk



Speak to us in person

Talk to any member of B&D Reside staff. You can ask someone else to complain for you, such as a friend, family member, advocate, MP or councillor. We will need your permission before we can discuss your complaint with them.

Write to us

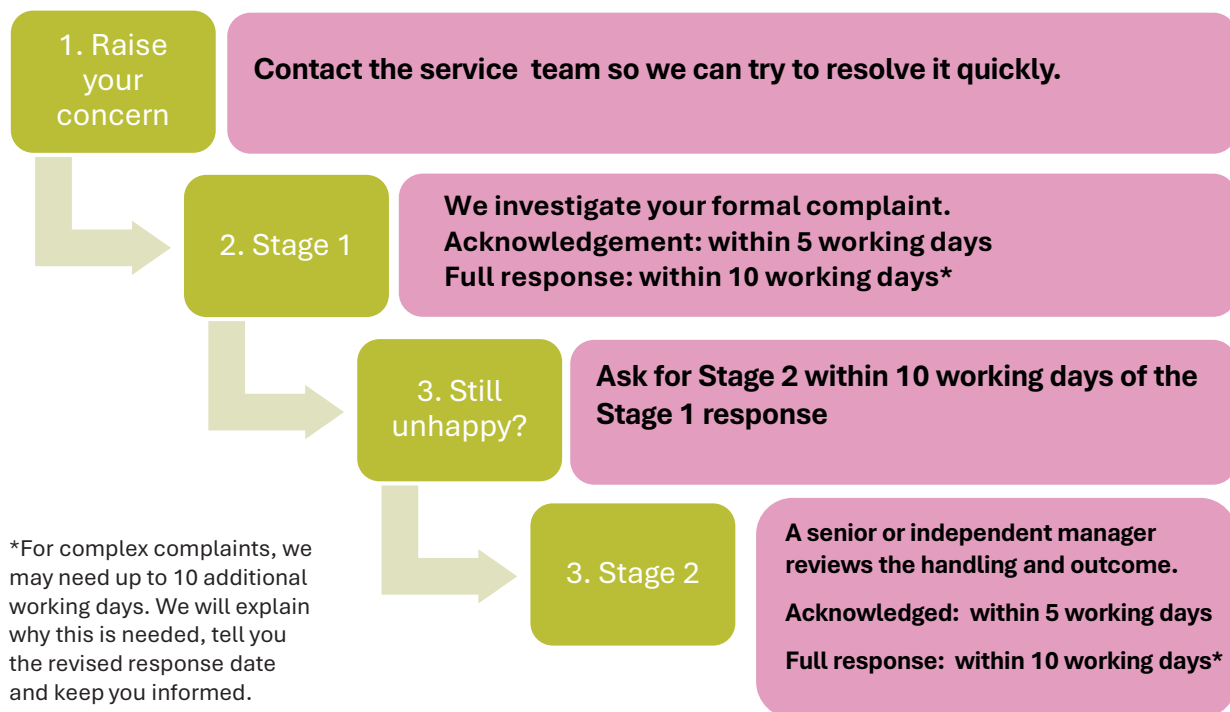
B&D Reside
5th Floor
15 Linton Road
Barking IG11 8HE

When to complain

Please tell us about the issue within 12 months of it happening. In exceptional circumstances, we may consider a complaint received after this time. If we cannot accept your complaint, we will explain our reasons in writing.

What happens next?

Our complaints process



At Stage 1

A dedicated complaints officer will investigate your complaint. We will discuss the complaint and the outcome you are seeking, where appropriate, and investigate and send you a written response explaining:

- What we found.
- Whether we have upheld, partly upheld or not upheld your complaint.
- The reasons for our decision.
- What we will do to put things right, and by when.
- Any learning or service improvements identified.

If you remain unhappy

You can ask for a Stage 2 review by contacting the Complaints Team within 10 working days of receiving the Stage 1 response. You do not need to give a reason for asking for a Stage 2 review, although we may ask what remains unresolved. We may accept a later request where there are good reasons. An officer or manager who was not involved in the Stage 1 investigation will review your complaint. Stage 2 is the final stage of B&D Reside's complaints process.

Support and confidentiality

We can make reasonable adjustments to help you access our complaints service. We will treat your complaint and personal information confidentially, using it only to investigate your complaint and improve our services.

This leaflet is a summary of the B&D Reside Complaints Policy. Some issues, including antisocial behaviour, hate crime, whistleblowing, matters already decided by a court, and complaints about another organisation, may need to be dealt with through a different process. We will explain this if it applies to your concern.

More information

You can find out more and access a quick link to report a complaint on our website.



Report it online

<https://www.bdreside.org/report-it>

Additional communications and other support for residents



If you or a member of your household are affected by the subject of this update and have additional support needs, accessibility needs, additional communication needs, or if you require updates in another language, please contact us to let us know:

<https://www.bdreside.org/contact-us>