Complainant (BCH tenants excluding leaseholders) has exhausted BCH's internal complaints procedure and is not satisfied with the decision Complainant decides whether to refer the complaint to a designated person Complainant contacts one or all of the Complainant waits eight weeks from receiving the final response letter designated persons for them to review the complaint from BCH Complainant refers complaint to the Housing Ombudsman service within 6 months of receiving the final response from BCH Cabinet member for Housing, Public **END** MP Protection and Streetscene Authorisation requested and received from complainant for designated person to deal with complaint and for BCH to release information Designated Person refuses to do either A or B below (in which case the tenant has the option of contacting the relating to the case Housing Ombudsman directly Designated Person contacts BCH, requests copy of complaints pack and reviews complaint Designated person decides if BCH has been legally and procedurally correct, fair and A) Notifies complainant in writing that they agree with BCH's decision and they will not refer case to the Housing Ombudsman service or mediate. B) Attempts to mediate solution between complainant and BCH or refers case to the Housing Ombudsman service. Notifies BCH of decision END END

Designated Complaints Process Flowchart